

GENESYS

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Composer Help

Voice Blocks Basic

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The Basic Blocks provide the VoiceXML element functionalities used to perform IVR activities and GVP platform extensible object elements:

Basic Blocks

Block Name	Usage
Assign	Assign a computed value/expression or an entered value to a variable
Branching	Specify multiple application routes based on a branching condition
Disconnect	Explicitly hang-up a phone call
End FCR	Indicate the end of a recording segment
Entry	Begin an application. Only one Entry block can be present in each application. Sets global error (exception) handlers. Defines all global application-level properties, global variables (which appear in the list of available variables for other blocks in the diagram), and global commands. Sets default application scripts and parameters.
Exit	End the application
Go То	Direct the application to a specific URL
Grammar Menu	Uses Grammar Builder files to determine the input options
Input	Accepts DTMF or speech input from callers
Log	Record information about an application
Looping	Iterate over a sequence of blocks multiple times
Menu	Collects DTMF and/or speech input from the caller
Prompt	Play specific data to the caller
Raise Event	Throw custom events
Record	Record voice input from the caller
Release ASR Engine	Control when the ASR engine(s) being used in the current session will be released
Set Language	Changes the current active language from that set in the Entry block or a previous Set Language block
SNMP	Send SNMP traps from the application using the NGI 'dest' extension attribute of the <log> tag</log>
Start FCR	Indicate the start of a recorded audio file
Subdialog	Invoke VoiceXML subdialogs, which are a mechanism for reusing common dialogs and building libraries of reusable applications.
Transfer	Transfer the call to another destination

Use the Link tools to connect the blocks.

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