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Composer Help

Common Properties for Callflow Blocks

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Contents

- 1 Common Properties for Callflow Blocks
 - 1.1 Name Property
 - 1.2 Block Notes Property
 - 1.3 Exceptions Property
 - 1.4 Condition Property
 - 1.5 Enable Status Property
 - 1.6 Logging Details Property
 - 1.7 Log Level Property
 - 1.8 Prompts Property
 - 1.9 Set Prompt Properties Dialog Box
 - 1.10 Retry Prompts Property
 - 1.11 **Retry Prompt Messages Property**

Common Properties for Callflow Blocks

The following properties are common to multiple blocks. Their descriptions are placed here to minimize duplication of content:

Name Property

The Name property is present in all blocks in Composer. The Name property is the first property for all blocks. Use the Value field beside in the Name property row of the block's property table to name the block.

- Block names should conform to ECMAScript and VoiceXML identifier naming conventions.
- There is no maximum limit to the number of characters allowed.
- Names must consist only of numbers, letters, and underscore characters.
- Names must begin with a letter or underscore.
- Except for the Entry and Exit blocks, you should give all blocks a descriptive name. For example, if an Input block asks the caller to input an account number, then the name of the block could be `Input_Account_Number`.
- The name of the block is used as the Name of the VXML `<form>` tag that gets generated for that block.

To provide a name for a block:


1. Select the Name row in the block's property table.
2. In the Value field, type a block name that conforms to the restrictions above.

Block Notes Property

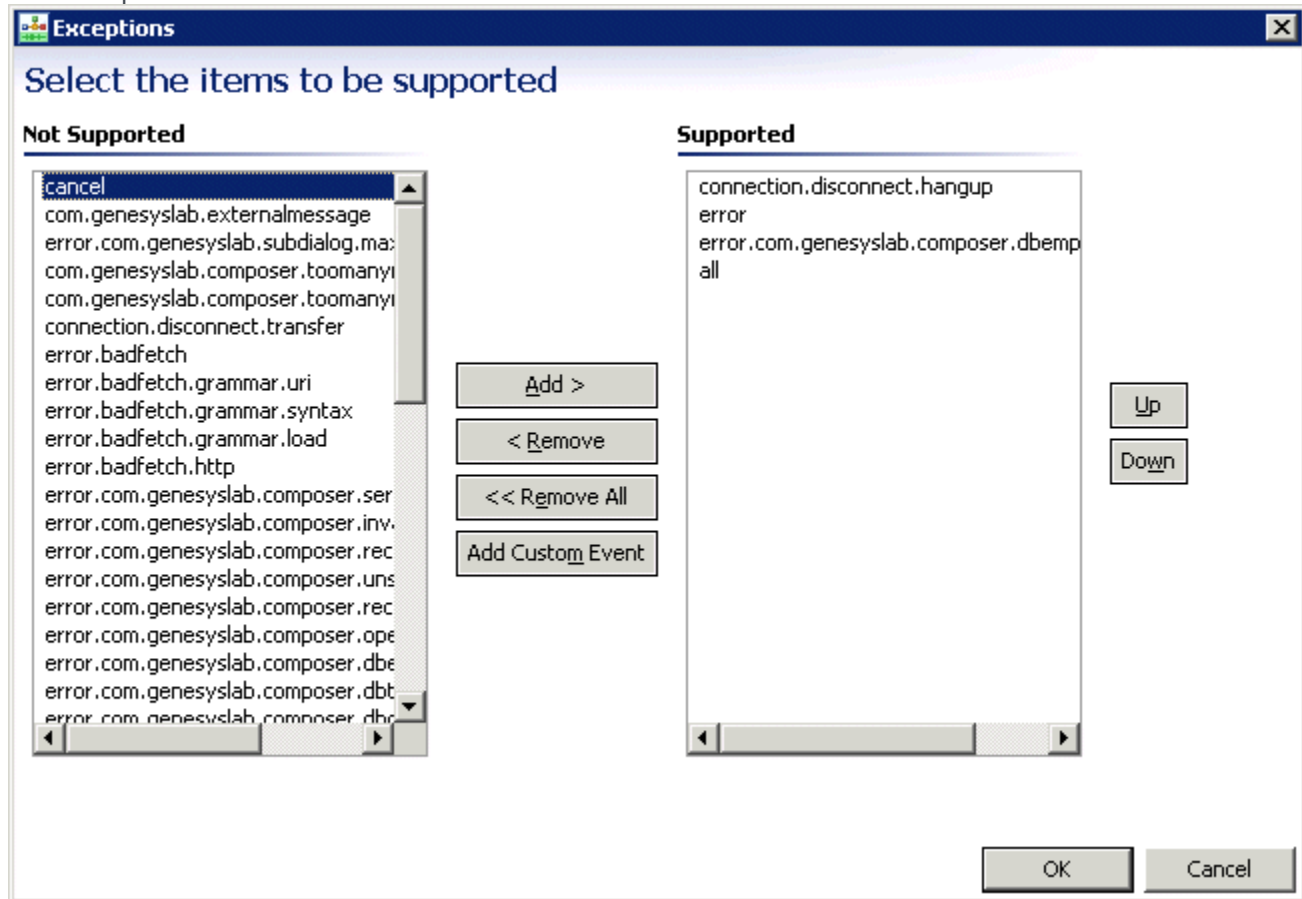
Can be used for both callflow and workflow blocks to add comments. When migrating strategies created with Interaction Routing Designer into Composer as workflow diagrams, this property is the equivalent of the IRD Object Comments feature. For the IRD objects migrated into Composer blocks, Composer supplies the note text by combining the IRD equivalent object name plus the original comments from the IRD object.

Exceptions Property


Use this property to define which **exception events** the block is designed to handle. These are VoiceXML events that are either thrown by the interpreter, or generated in response to a caller action. Note: A catch handler called all has been added to catch all exception events. To handle (support) a specific event:

1. Click the Exceptions row in the block's property table.
2. Click the  button to open the Exceptions dialog box.
3. From the list of events on the Not Supported pane, select the event that you want to handle.
4. Click the Add > button to move the event to the Supported pane.


An example is shown below.



To explicitly not handle (not support) a specific event marked as supported:

1. Click the Exceptions row in the block's property table.
2. Click the  button to open the Exceptions dialog box.
3. From the list of events on the Supported pane, select the event that you do not want to handle.
4. Click the < Remove or < Remove All button to move the event (or all events) to the Not Supported pane.

To rearrange (reorder) the sequence of events on the Supported pane:

1. Click the Exceptions row in the block's property table.
2. Click the  button to open the Exceptions dialog box.

3. From the list of events on the Supported pane, select an event that you want to rearrange.
4. Do one of the following:
 - To move the event higher in the sequence, click the Up button.
 - To move the event lower in the sequence, click the Down button.

Notes:

- Each block has its own predefined set of events on the Exceptions property dialog box. Genesys recommends that you not remove any of the predefined events from the Supported list.
- Before generating code, each supported event must be handled by connecting its red node on the side of the block to the input (input node) of another block.
- The events in the **Entry block** are global in scope.
- Events defined in other blocks are local to that block only. When an event is thrown, if a handler for that event is declared in the current block, that local event handler is called.
- If there is no local event handler for the event, but there is a global event handler declared in the Entry block, then the global event handler from the Entry block is called.

Condition Property

The Condition property indicates that the log will be active only if the given condition is true at runtime. To provide a condition setting for a log:

1. Select the **Condition** row in the block's property table.
2. Type the condition to evaluate against.


For example, assume in Entry block, there is a variable "MyVar==3". Assume also that you would like to log the session ID (GVPSessionID variable in Entry block) for all sessions where MyVar=3. In this case you must set the condition to "AppState.MyVar=3". If this condition is true, then GVPSessionID will be written to the log, otherwise it will be ignored.

Enable Status Property

This property controls whether or not a block contributes code to the application. Diagrams visually indicate when a block is disabled. You may wish to use this property if there is a need to temporarily remove a block during debugging or, for other reasons during development, temporarily disable a block. This saves the effort of having to remove the block and then add it back later. You can also right-click a block and select **Toggle Enable Status**. The GVP Debugger skips over deactivated blocks.

Logging Details Property

Logging details contains the expression that will be logged at runtime by GVP. If logging details are specified, then logging is generated for the block; if no logging details are specified, no logging is generated. To create logging details:

1. Click the **Logging Details** row in the block's property table.
2. Click the  button to open the Logging Details dialog box.
3. In the Logging Details dialog box, click **Add** to open **Expression Builder**.
4. Create an expression to be used for logging details, such as an expression based on the variables whose content you wish to log.


Log Level Property

To assign a value to the Log Level property:

1. Select the **Log Level** row in the block's property table.
2. In the **Value** field, select one of the following from the drop-down list:
 - **Project Default**. The block uses the project's default log level, which can be configured through the Project properties.
 - **Info**. This is an Informational level to log application-specific data.
 - **Debug**. This is a Debug level used for application debugging.
 - **Error**. This is an Error level to log error details.
 - **Warn**. This is a Warning level to flag any application warnings.
 - **Alarm**. This is an Alarm level to send the message as an alarm to the Genesys management framework.

Prompts Property

Use the Prompts property to specify the audio prompts that are played to the caller. You can specify pre-recorded prompts, text, video, and several standard data types. SSML tags can be used inline in TTS prompts. To add, delete, or arrange prompts:

1. Click the Prompts row in the block's property table.
2. Click the  button to open the Set Prompts Properties dialog box.

Set Prompt Properties Dialog Box

Prompt Messages Area

- **Name**--Displays the name of the prompt based on what you enter under the Prompt Details area.
- **Value***--Displays the prompt's value based on what you enter in the Prompts Details area.
- **Interpret-As**--Displays the data type of the prompt. The table below details available selections.

Prompt Details Area

Type--Displays whether the prompt is **ARM**, **Resource**, **Value**, or **Variable** based on what you enter under the Prompt Details area. Note that when **Type** is **Variable**, the runtime values of the specified variable should be of type string. Numerical values should be quoted, e.g. when assigning a value using the Assign block, or during a debugging session. **Type/Interpret-As Combinations** When **Type** is set to **Value** and

- Interpret-As is set to **Time**, you can select the Time Format in the drop-down list. The time format is displayed in 12-hour mode (1:00 PM, 2:00 PM, and so on), or 24-hour mode (13:00, 14:00, and so on).
- Interpret-As is set to **Audio**, you can specify an HTTP or RTSP URL.

When Type is set to **Variable** and **Interpret-as** is set to **Custom**, a Custom-Interpret As field is enabled, which can be used for custom prompt types as detailed in the table below. When Type is set to **Resource** and Interpret-As is set to **Audio**, an Alternative Text field displays. This alternative text is played back to you in the event that the audio file is not available. When Type is set to **ARM** and Interpret-As is set to **Audio**, you can specify a base URL, audio resource ID, and personality ID. These can be used for managing audio resources in the arm (Audio Resource Management (ARM)) section of the Genesys Administrator Extension Server Application object. When Type is set to **Variable** and Interpret-As is set to **Audio**, you can specify a variable that contains an HTTP or RTSP URL. This applies to the **Prompt**, **DB Prompt**, **Input**, **Menu**, and **Record** blocks. **Add Button** Use the Add button to enter prompt details.

1. Click **Add** to enable the fields.
2. In the **Name** box, accept the default name or change it.
3. From the **Type** drop-down list, select **ARM**, **Resource**, **Value**, or **Variable**.
4. In the **Interpret-As** drop-down list, select from among the data types shown in the following table:

AUDIO	<p>Plays an audio sound file.</p> <p>Notes: If you select Audio, an audio file is optional, and you select the audio file if needed using the Browse button. Use the Clear button to remove an audio resource file selection. You can then specify an audio resource URL through Expression Builder, an audio resource identifier, personality identifier, and audio format. When you select ARM from the Type dropdown list, Interpret-As defaults to Audio. The VOXFILEDIR variable in the Entry block defines the audio file directory. For more information, see the Entry block help. You can also specify an alternative text for the audio file. This alternative text is played</p>
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	back to you in the event that the audio file is not available or is not provided. Typically, you can use this option during development, when the production audio files are not recorded yet.
BOOKMARK	An indicator that sets the place in a sequence of prompts. It can be used to detect the barge-in position during playback of a prompt. It uses the TTS engine.
CURRENCY	<p>An optional currency specifier followed by a number with at most two decimal places. The currency specifier can be:</p> <ul style="list-style-type: none"> • \$, British pound sign, yen sign, or Euro sign, OR • 3-character ISO4217 currency code <p>In the U.S. English locale, 11234 would be spoken as "eleven thousand, two hundred and thirty-four dollars."</p>
DTMF	<p>Plays DTMF tones.</p> <p>Any string of numerical digits, the characters a to d, #, or *</p>
DATE	<p>Speaks the specified date.</p> <p>yyyyMMdd, e.g. 20080604 Note: If you select the DATE type, click the drop-down arrow to display a calendar from which you can select the date.</p>
NUMBER	<p>Speaks a number. For example, 1234 would be spoken as "one thousand, two hundred, thirty-four."</p> <p>Any integer (no decimals)</p>
ORDINAL	<p>Speaks the number as an ordinal. For example, 1 would be spoken as "first."</p> <p>Any integer (no decimals)</p>
STRING	<p>Speaks a string of letters or numbers one character at a time. For example, 1234 would be spoken as "one, two, three, four."</p> <p>Note: The STRING type for U.S. English local accepts 0-9, A-Z, and +<=>%->&.#*@. All other locales accept only 0-9 and A-Z.</p>
TEXT	Plays the specified text with text-to-speech software
TIME	<p>Speaks the specified time.</p> <p>hhmm[ss][?hap] (seconds is optional, and format specifier is optional) The format specifiers mean the following: ? -- neither am or pm, e.g. two o'clock or two fifteen h -- 24-hour clock, e.g. fourteen hundred hours or fourteen fifteen a -- AM, e.g. two AM or two fifteen AM p -- PM, e.g. two PM or two fifteen PM If no format specifier is given, it defaults to ?, i.e. am/pm is unknown. Note: 12 hour time selection will show the Time value in 24 Hr format in the Prompt Message Table. (e.g. 1:45:39 PM will be</p>

	shown as 134539) whereas it will work as expected in the generated code to read the value in 12 hour format during runtime.
VIDEO	<p>Use to allow VoiceXML to insert text into an existing video image/stream.</p> <p>If Video is selected, you can check the Enable Text Overlay box.</p> <ul style="list-style-type: none"> Click the Fx button to open the Video Text Overlay dialog box. Click Add to specify: text (required), font name, font style, font color, background color, font size, font width, X axis offset, and Y axis offset.
CUSTOM	<p>This Interpret-As option can be used to define Custom Prompts to customize the Prompt reading functions. To define a Custom Prompt:</p> <ul style="list-style-type: none"> Open the predefined customprompts.js file inside each language locale folder applicable for the Project. (Resource\Prompts\\${Language\$}). Use the customprompts.js file present inside to define custom prompt methods. Refer to the syntax and rules mentioned in the default customprompts.js file inside ./Resources/Prompts/en-US folder. Start each Custom Prompts methods with the language locale name to achieve Multilingual support during runtime execution (mandatory). <p>The Prompts property dialog will only parse methods defined in the customprompts.js file. During design time, the default language locale customprompts.js file is parsed and listed for method selection. During the runtime call, the APP_LANGUAGE variable value is used to dynamically select the language local folder.</p> <ul style="list-style-type: none"> Use 'audio' option to play audio files in the Custom Prompts methods using <audio> tag and 'value' option to play expressions using <value> tag.

5. In the Value box, enter data for the selected data type.

Place the audio files in the Resources\Prompts\{APP_LANGUAGE} folder under the Java Composer Project. Audio files can be added to the project by copying and pasting from the Windows file system into the Java Composer Project in the Project Explorer. Note: By default, Genesys supplies .vox files only for mulaw 8Khz. If you are using any other audio format for playback of audio files, replace the files with the corresponding audio files in the required audio format. **Up/Down Buttons** Use the


Up and Down buttons to reorder your prompt elements. Select the element you want to reposition, and then click Up or Down, as necessary. **Delete Button** To delete a prompt:

1. Select an entry from the list.
2. Click **Delete**.

This property is used in the following blocks: **Prompt Block Menu Block Input Block Record Block**

Retry Prompts Property

The Retry Prompts property in a **Menu block**, **Input block**, or **Record block** enables you to set different retry prompts that are played to the caller when the voice application encounters a nomatch or noinput condition. You are allowed up to three retries for either a **noinput** or a **nomatch** error condition. You must select the listed items in sequence and add the necessary vox file or text input. To set retry prompt properties:

1. Click the Retry Prompts row in the block's property table.
2. Click the  button to open the Retry Prompts dialog box.

Note: You must set the Number Of Retries Allowed property to a value greater than 0 in order to have access to the Retry Prompts dialog box. **Prompts Fields**

- Name*-- Displays the name of the retry prompt.
- Type--Displays whether the retry prompt is a Resource, Value, or Variable.
- Interpret-As-- Displays the data type of the retry prompt.
- Alternate Text--(Enabled only when Interpret-As is set to Audio.) This alternative text is played back to you in the event that the audio file is not available.
- Value*--Displays the retry prompt's value (Retry Prompt).

Note: When Interpret-As is set to Time, you can select the Time Format in the drop-down list. The time format is displayed in 12-hour mode (1:00 PM, 2:00 PM, and so on), or 24-hour mode (13:00, 14:00, and so on).

Retry Prompt Messages Property

For Input and Menu Blocks:

After setting a value for the Number Of Retries Allowed property, Retry Prompt Messages will contain one noinput and one nomatch entry per retry. For example, if Number Of Retries Allowed is set to 2, the Retry Prompt Messages table contains the following entries: noinput1 nomatch1 noinput2 nomatch2

For Record Blocks:

Retry Prompt Messages will contain one noinput entry by default. To set or change retry prompt properties:

1. Select a retry prompt in the Retry Prompt Messages table to enable Prompt Details fields.
2. In the Name* box, accept the default name or change it.
3. From the Type drop-down list, select Resource, Value, or Variable.
4. In the Interpret-As drop-down list, select from among the data types shown in the following table:

AUDIO	<p>Plays an audio sound file. This is available only when Resource or Variable is selected as the Type.</p> <p>Note: If you select Audio, an audio file is optional, and you select the audio file if needed using the Browse button. Use the Clear button to remove an audio resource file selection. The VOXFILEDIR variable in the Entry block defines the audio file directory. For more information, see the Entry block help. You can also specify an alternative text for the audio file. This alternative text is played back to you in the event that the audio file is not available or is not provided. Typically, you can use this option during development, when the production audio files are not recorded yet.</p>
BOOKMARK	An indicator that sets the place in a sequence of prompts. It can be used to detect the barge-in position during playback of a prompt. It uses the TTS engine.
CURRENCY	<p>An optional currency specifier followed by a number with at most two decimal places. The currency specifier can be:</p> <ul style="list-style-type: none"> • \$, British pound sign, yen sign, or Euro sign, OR • 3-character ISO4217 currency code <p>In the U.S. English locale, 11234 would be spoken as "eleven thousand, two hundred and thirty-four dollars."</p>
DATE	<p>Speaks the specified date.</p> <p>yyyyMMdd, e.g. 20080604 Note: If you select the DATE type, click the drop-down arrow to display a calendar from which you can select the date.</p>
DTMF	<p>Plays DTMF tones.</p> <p>Any string of numerical digits, the characters a to d, #, or *</p>
NUMBER	<p>Speaks a number. For example, 1234 would be spoken as "one thousand, two hundred, thirty-four."</p> <p>Any integer (no decimals)</p>
ORDINAL	Speaks the number as an ordinal. For example, 1 would be spoken as "first."

	Any integer (no decimals)
STRING	<p>Speaks a string of letters or numbers one character at a time. For example, 1234 would be spoken as "one, two, three, four."</p> <p>Note: The STRING type for U.S. English local accepts 0-9, A-Z, and +<=%->&.*@. All other locales accept only 0-9 and A-Z.</p>
TEXT	Plays the specified text with text-to-speech software
TIME	<p>Speaks the specified time.</p> <p>hhmm[ss][?hap] (seconds is optional, and format specifier is optional) The format specifiers mean the following: ? -- neither am or pm, e.g. two o'clock or two fifteen h -- 24-hour clock, e.g. fourteen hundred hours or fourteen fifteen a -- AM, e.g. two AM or two fifteen AM p -- PM, e.g. two PM or two fifteen PM If no format specifier is given, it defaults to ?, i.e. am/pm is unknown. Note: 12 hour time selection will show the Time value in 24 Hr format in the Prompt Message Table. (e.g. 1:45:39 PM will be shown as 134539) whereas it will work as expected in the generated code to read the value in 12 hour format during runtime.</p>

5. In the Value box, enter data for the selected data type, or keep the default value of Retry Prompt.

See [template samples](#) that use the Menu or Input blocks.