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Composer Help

Action Start Block


Action Start Block

Contents

- **1 Action Start Block**
 - 1.1 Name Property
 - 1.2 Block Notes Property
 - 1.3 Action Id Property
 - 1.4 Parent Action Property
 - 1.5 Condition Property
 - 1.6 Logging Details Property
 - 1.7 Log Level Property
 - 1.8 Enable Status Property

The Action Start block indicates the start of a Voice Application Report (VAR) transaction. You can specify the Action Id and Parent Action for the action. Composer generates Subcallflow start and End events whenever a <SubDialog> (Subcallflow) got executed in the call. Composer-generated VXML code automatically generates the events. With this feature all the events (Main and Sub callflow events) generated for a call can be found with in a single umbrella in the Reporting server.

Sample report page in the Reporting server for an inbound IVR call with Custom IVR Action Start and End.



Instructions: VAR Events

VAR Call Events - Filters: [Date-time: from 2008-11-20 00:00 to 2008-11-20 23:45]

Call ID	Action	Start Time	Details
29CA0092-100060...	incall_begin	11/20/2008 06:27:00	112 sip:dialog@192.168.10.129:5070;voicexml=http://10.10.30.109:80
29CA0092-100060...	ivr_action_start	11/20/2008 06:27:01	CustomActionStart
29CA0092-100060...	ivr_action_end	11/20/2008 06:27:01	CustomActionStart UNKNOWN
29CA0092-100060...	incall_end	11/20/2008 06:27:01	aplend

The Action Start block has no page exceptions.

The Action Start block has the following properties:

Name Property

Find this property's details under [Common Properties](#).

Block Notes Property

Can be used for both callflow and workflow blocks to add comments.

Action Id Property

Note: The GVP 8 platform provides an extension to the <log> tag that allows application developers to indicate the start of an IVR Action. The Action Id and Parent Action Id properties are used for this purpose. The syntax is as follows:

```
<log label="com.genesyslab.var.ActionStart">actionID[|parentID=<PID>]</log>
```

The Action Id property specifies a variable containing the name of the IVR action to report as being started. The actionID is any valid UTF8 string that does not contain spaces or pipes, and is restricted to a maximum of 64 characters.

1. Select the Action Id row in the block's property table.

2. In the Value field, select one of the available **variables** from the drop-down list.

Parent Action Property

See Note in Action Id property description.

If an IVR action is to be nested inside some other active action, then the parent action's ID must also be included (PID). The Parent Action property specifies the variable used for the name of the parent action in which the new Action has to be contained.

1. Select the Parent Action row in the block's property table.
2. In the Value field, select one of the available **variables** from the drop-down list that contains the identifier for the Parent Action.

Important! If the Parent Action ID specified does not refer to an action that was already started, the Genesys Voice Platform Reporting Server will ignore the entire Action Start request.

Note: If the Parent Action ID specified does not refer to an action that was already started, the GVP Reporting Server will ignore the entire Action Start request.

Condition Property

Find this property's details under [CommonPropertiesforCallflowBlocks](#) or [CommonPropertiesforWorkflowBlocks](#).

Logging Details Property

Find this property's details under [CommonPropertiesforCallflowBlocks](#) or [CommonPropertiesforWorkflowBlocks](#).

Log Level Property

Find this property's details under [CommonPropertiesforCallflowBlocks](#) or [CommonPropertiesforWorkflowBlocks](#).

Enable Status Property

Find this property's details under [CommonPropertiesforCallflowBlocks](#) or [CommonPropertiesforWorkflowBlocks](#).