Composer Help

Common Properties for Callflow Blocks

4/15/2025

Contents

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 to add comments.

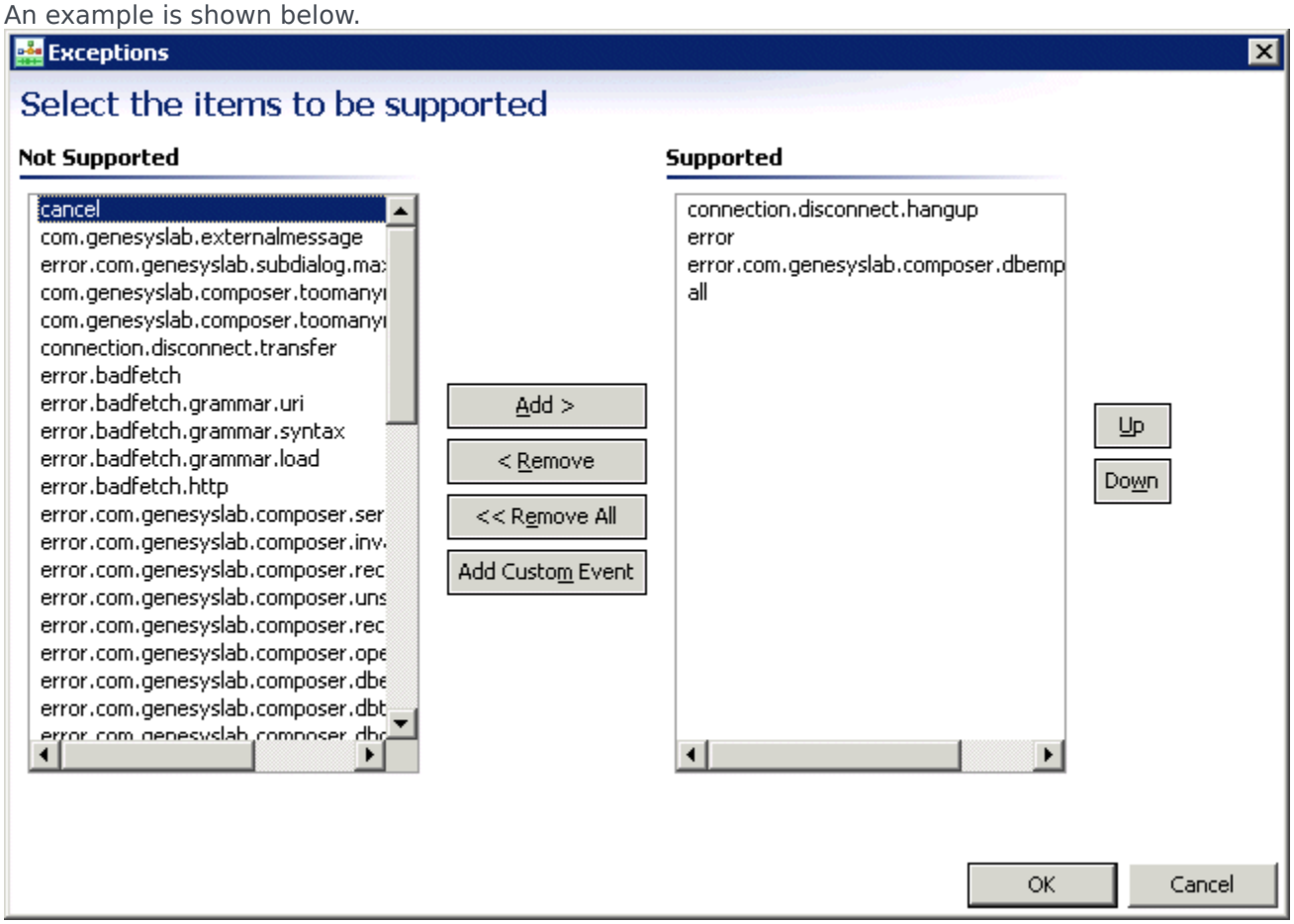
Exceptions Property

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 inport (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.

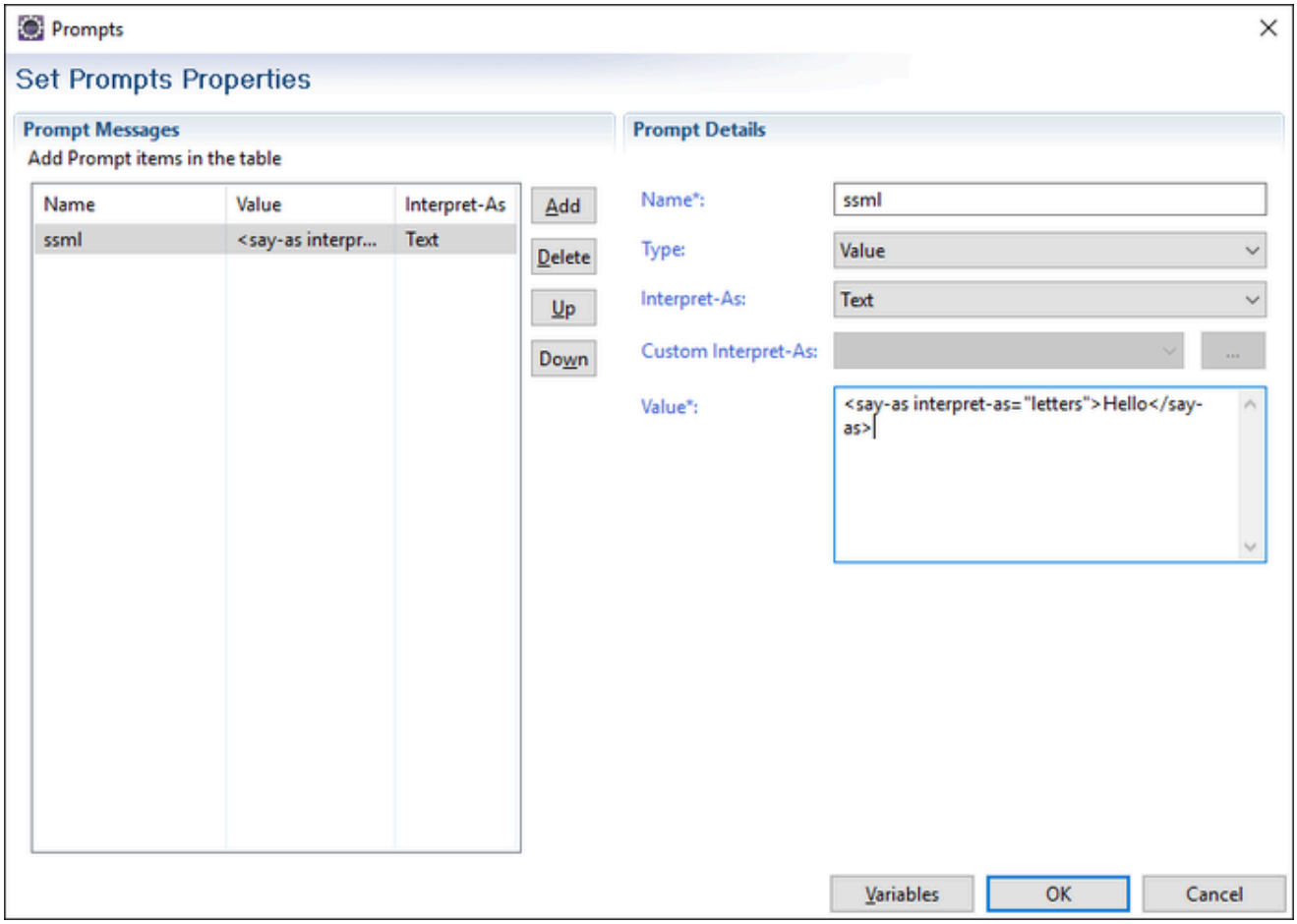
Log Level Property

To assign a value to the Log Level property:

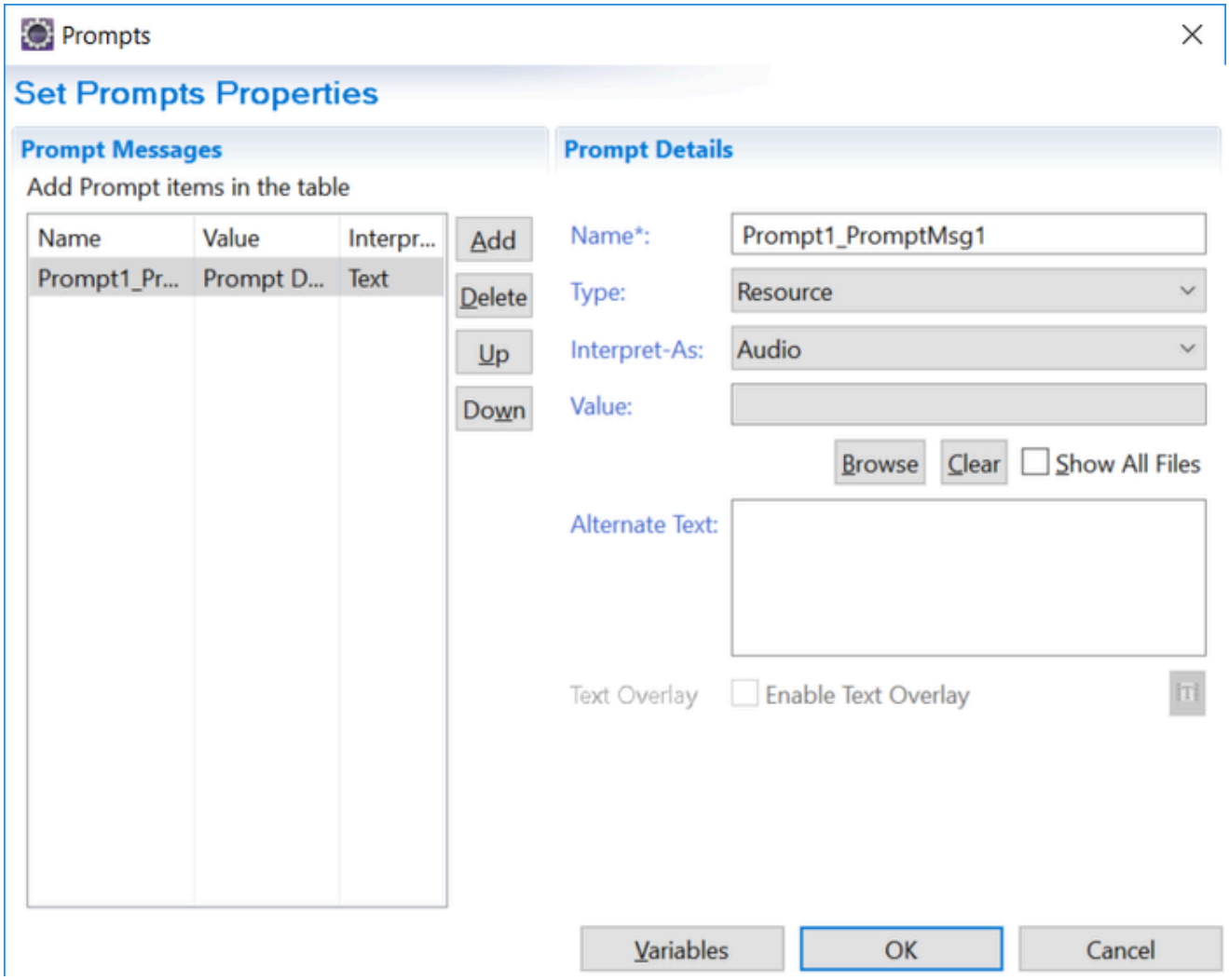
1. Select the **Log Level** row in the block's property table.
2. In the **Value** field, select one of the following from the drop-down list:
   - **Project Default**. The block uses the project's default log level, which can be configured through the Project properties.
   - **Info**. This is an Informational 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. For example:



The example below shows the dialog box opening from the Prompts property when **Type** is **Resource**.



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.
- Starting with 8.1.410.14, a new Phone option is introduced in the **Interpret-As** input list when **Type** is set to **Value** or **Variable** is selected. If the phone option is selected, the Value/Variable is spoken in the following manner: If a 10-digit number, the phone number is spoken out in a group, like 3 digits – 3 digits – 4 digits - with 350 milliseconds pause between the groups. If there is an extension number, the number is spoken out separately. For example, a phone with extension: 6507124455x5645. If a 7-digit number, the phone number is spoken out in a group like 3 digits – 4 digits - with 350 milliseconds pause between them. If other than 10 and 7-digit numbers, the numbers are spoken out as normal alphanumeric prompts.

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**, the **Alternate Text** field is displayed. This 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 Prompts, 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	Plays an audio sound file. 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 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	An optional currency specifier followed by a number with at most two decimal places. The currency specifier can be: • $, British pound sign, yen sign, or Euro sign, OR • 3-character ISO4217 currency code In the U.S. English locale, 11234 would be spoken as "eleven thousand, two hundred and thirty-four dollars."
DTMF	Plays DTMF tones. Any string of numerical digits, the characters a to d, #, or *
DATE	Speaks the specified date. 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. You can select the format as **Long Date** or **Short Date** in the **Format** drop-down list. If you select Long Date, the month, day, year, and day of the week will be voiced out from the given value. For example, if user provides 20200226, *Wednesday February Twenty Six, Two Thousand and Twenty* is voiced out by the system. If you select Short Date, the month and year will be voiced out from the given value. For example, if user provides 20200226, *February Two Thousand and Twenty* is voiced out by the system.
NUMBER	Speaks a number. For example, 1234 would be spoken as "one thousand, two hundred, thirty-four." Any integer (no decimals)
ORDINAL	Speaks the number as an ordinal. For example, 1 would be spoken as "first." Any integer (no decimals)
STRING	Speaks a string of letters or numbers one character at a time. For example, 1234 would be spoken as "one, two, three, four." 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.
TEXT	Plays the specified text with text-to-speech software
TIME	Speaks the specified time.

	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. You can select the format as **12-Hour** or **24-Hour** in the **Format** drop-down list. If you select the 12-Hour format, the given time is voiced out in the 12-Hour format. For example, 052254p is voiced out by the system as *five twenty two PM and fifty four seconds*. If you select the 24-Hour format, the given time is voiced out in the 24-Hour format. For example, 172254 is voiced out by the system as *seventeen twenty two and fifty four seconds*.
VIDEO	Use to allow VoiceXML to insert text into an existing video image/stream. If Video is selected, you can check the **Enable Text Overlay** box. • 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	This **Interpret-As** option can be used to define Custom Prompts to customize the Prompt reading functions. To define a Custom Prompt: • 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 Multilangual support during runtime execution (mandatory). 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. • 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 re-position, 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	Plays an audio sound file. This is available only when **Resource** or **Variable** is selected as the **Type**. 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 `V0XFILEDIR` 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.
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	An optional currency specifier followed by a number with at most two decimal places. The currency specifier can be: • $, British pound sign, yen sign, or Euro sign, OR • 3-character ISO4217 currency code In the U.S. English locale, 11234 would be spoken as "eleven thousand, two hundred and thirty-four dollars."

DATE	Speaks the specified date. 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.
DTMF	Plays DTMF tones. Any string of numerical digits, the characters a to d, #, or *
NUMBER	Speaks a number. For example, 1234 would be spoken as "one thousand, two hundred, thirty-four." Any integer (no decimals)
ORDINAL	Speaks the number as an ordinal. For example, 1 would be spoken as "first." Any integer (no decimals)
STRING	Speaks a string of letters or numbers one character at a time. For example, 1234 would be spoken as "one, two, three, four." 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.
TEXT	Plays the specified text with text-to-speech software
TIME	Speaks the specified time. 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.

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.