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# Genesys Designer Help

Activity Block

# Activity Block

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You can add the **Activity** block to Self Service or Assisted Service phases to start or stop activity in a report. You can also nest activities to provide additional details.

Do not use **Activity** blocks for modules, as Designer reports module activity automatically.

### Important

VAR action IDs are stripped of spaces and pipe characters (|). This includes implicit actions that are generated when a caller enters a **shared module**.

## Start tab

Click **Start** to indicate this block is the start of the activity.

Enter the name of the activity (IVR Action) in the **Activity** field. Optionally, you can select a parent activity by clicking the **Parent Activity** drop-down menu.

Click **Add Pair** to include data, values, or variables to store in the metric data of the activity.

The screenshot displays the Genesys Designer interface. On the left, the 'Application Flow' panel shows a sequence of steps: 'Main - nearest supercharger st...', 'Activity - lookup started' (highlighted), 'User Input - collect zip code', 'HTTP REST - lookup nearest ...', 'Play back station location', 'Activity - Lookup done', and 'Terminate Call'. Below this is the 'Assisted Service' phase. On the right, the 'Properties - Activity - lookup started' panel is shown. It includes a 'Start' button and a 'Stop' button. The 'Activity' field contains 'SuperCharger Lookup'. The 'Parent Activity' field is a dropdown menu with the text '-- choose a parent activity -'. Below these fields is a '+ Add Pair' button. At the bottom of the properties panel is a table with four columns: 'Key', 'Variable?', 'Value', and 'Actions'.

## Stop Tab

Click **Stop** to indicate this block is the end of the activity.

Enter information in the following fields: **Call Result**, **Call Result Reason**, and **Call Result Notes**.

Next, click **Add Pair** to include data, values, or variables to store in the metric data of the activity.

# Activity Block

## Application Flow

Undo Redo

- Main - nearest supercharger st...
- Activity - lookup started
- User Input - collect zip code
- HTTP REST - lookup nearest ...
- Play back station location
- Activity - Lookup done
- Terminate Call
- Assisted Service**
- Call Data
- Segmentation - decide how to rou...
- Sales Call
- Route Call - Sales group
- Battery help

## Properties - Activity - Lookup done



This block is used to start or stop an activity in report.

Start Stop

Activity

SuperCharger Lookup

Call Result

UNKNOWN

Call Result Reason

Call Result Notes

+ Add Pair

Key	Variable?	Value	Actions
varCallerZipCode	<input checked="" type="checkbox"/>	varCallerZipCode	