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Genesys Designer Help

Emergency Flags

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Emergency Flags

The Emergency Flags feature lets your applications check for and react to an emergency condition.

For example, if your business might be closed due to a storm, you can create a common Emergency Flag in Business Controls and have one or more of your applications check it. If the Emergency Flag is set, you can add special handling for that condition.

When the Emergency Flag is activated, the applications receive the new status when they check it, and start handling the emergency accordingly.

Adding an Emergency Flag

Click **Add Emergency Flag** to create an Emergency Flag. Enter a name in the provided field and click **OK**.

Activating or Deactivating an Emergency Flag

To activate or deactivate the Emergency Flag, click the On/Off slider.

Checking for Emergency Flags

To check the Emergency Flag in an application, add an **Emergency** block to the **Application Flow**.

In the properties of the **Emergency** block, enable the **Use Emergency Flags defined in Business Controls** check box and select the Emergency Flag that you previously created. The block will then show the current status of the Emergency Flag (this status display is for informational purposes only; you can't modify it from within the block).

The next time you activate this Emergency Flag from the **Business Controls** menu, the Emergency Flag handling is also activated in your application.

Important

Activating an emergency flag can impact existing calls if the check was done prior to activation.