Genesys Designer Help

Inputs

4/13/2025

Inputs

The **Inputs** dashboard shows you information about the menu inputs for application sessions that were active during the given time window. For example, you can see the number of sessions where there was **No Input**, **No Match**, or a **Strikeout**.

Reports on this dashboard

No Input

The total number of sessions with **No Input**.

No Match

The total number of sessions with **No Match**.

Strikeout

The total number of sessions where the maximum number of inputs for **No Input** or **No Match** was reached.

Report

This report lists the milestones and their various input counts. You can use **Show Report** to toggle the following report views:

- Milestones Report

- Milestones and Utterances Report

- Milestones and Interpretations

You can also export the results to a CSV file.

Report by Block

This report lists the blocks and their various input counts. You can use **Show Report** to toggle the following report views:

- Blocks and Utterances Report

- Blocks and Interpretations Report

You can also export the results to a CSV file.

> ### Tip
>
> An **utterance** is what Designer believes the caller has *said*. An **interpretation** is what Designer thinks the caller actually *meant* (in a context that is meaningful to the application).
>
> For example, a caller might say "I need to speak with *someone.*" This becomes an utterance value that Designer could map to an interpretation value of "I need to speak with an *agent*", which enables the application to respond appropriately.

Blocks By NoMatch/NoInput Count

This report shows the number of times an input field encounters a No Match or No Input per call.

Use **Show Report** to toggle the **Blocks By NM/NI Count** report. You can also export the results to a CSV file.