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Genesys Designer Help

Voice Mail Block

Voice Mail Block

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You can use the **Voice Mail** block in the **Assisted Service** phase to route calls to voicemail.


You can sequentially add multiple **Voice Mail** blocks with different settings, so that if routing fails, the next block is used. When a **Voice Mail** block successfully routes the call to voicemail, the application moves to the **Finalize** phase, ignoring any subsequent blocks in the **Assisted Service** phase.

Using this block

Voice mail routing

Select the voicemail number to which you want to route the call.

Properties - Voice Mail

 This block is used to route calls to a voice mail box number.

Voice mail routing

Voice mail box number (string value)

– choose voicemail box – ▼