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Genesys Designer Help

Activity Block

4/13/2025

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.

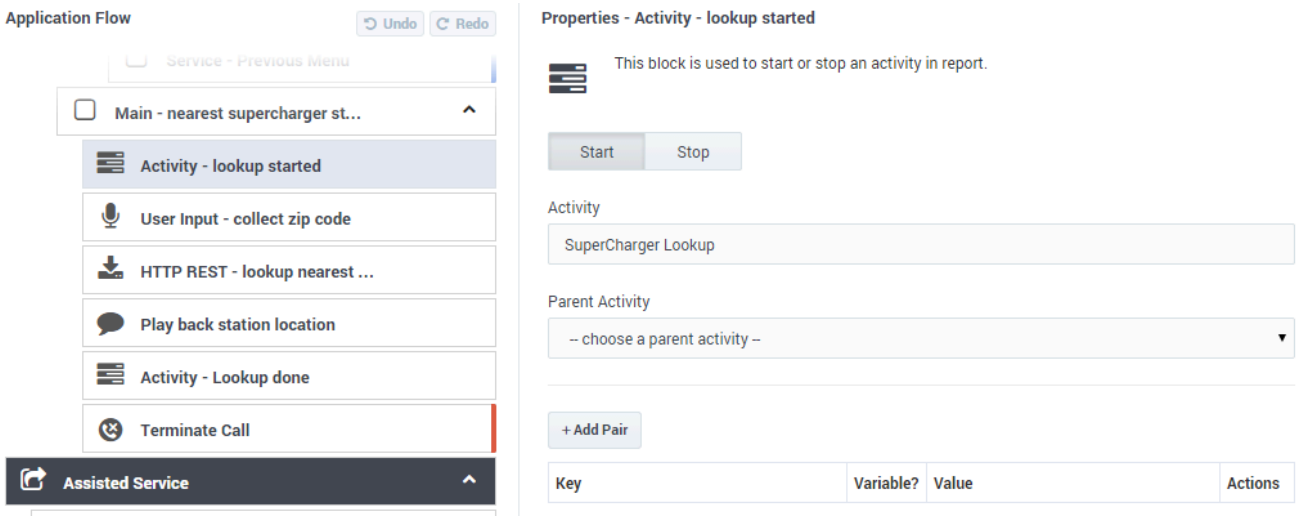
> **Important**
>
> VAR action IDs are stripped of spaces and pipe characters (|). This includes implicit actions that are generated when a caller enters a shared module.

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.

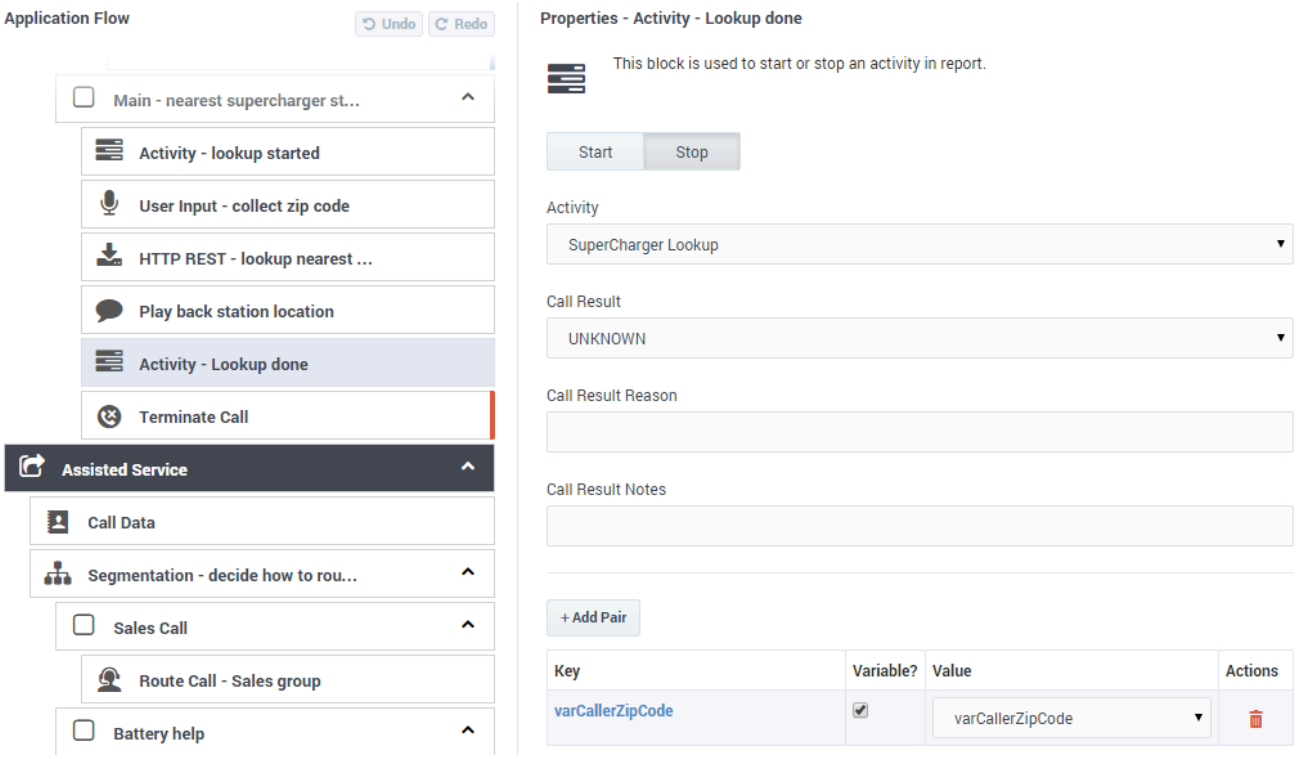


Stop Tab

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.


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
varCallerZipCode