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Genesys Designer Help

[Menu Block](#)

Menu Block

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You can use the **Menu** block only in the **Self Service** phase to present a list of choices to the caller and accept a selection that the caller provides by using a DTMF key press.

You can choose to enable certain DTMF keys and associate specific processing or logical flow with those keys. For each DTMF key that is enabled, a new **Menu Option** block is shown in the **Application Flow**. You can then add new blocks to each of these **Menu Option** blocks.

DTMF Options tab

Select one or more DTMF keys, which enables a **Menu Option** block for each key.

Select **Accept all digits** or **Accept only the digits set in this variable**. Using the variable option allows you to set conditions for enabling or suppressing specific menu options while the application is running.

Use a descriptive **Option Name** to make it is easier to understand the flow.

Optionally, enter a valid speech input for each DTMF key in the **Speech Inputs** field.

Refer to the [Menu Option block](#) page for more information on how to configure **Menu Option** blocks.

Properties - Menu - Main

1 This block can be used to speak a list of choices to callers and get their selection. Based on this selection, commonly used actions can be defined in Menu option blocks. To start, select the DTMF keys you would like to use.

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DTMF Options Menu Prompts Retry Prompt Results Milestone

Enable menu options for DTMF keys you would like to use.

Accept all digits

Accept only the digits set in this variable:

DTMF Key	Speech Inputs	Enabled	Option Name
1	one	<input checked="" type="checkbox"/>	Menu Option 1
2	two	<input checked="" type="checkbox"/>	Menu Option 2
3	three	<input checked="" type="checkbox"/>	Menu Option 3
4		<input type="checkbox"/>	Menu Option 4
5	Add speech input	<input type="checkbox"/>	Menu Option 5

Menu Prompts tab

Input timeout

Specify the number of seconds that the application should wait before assuming that no input was received. The default value is 5 seconds.

Disable barge-in

Select this option to prevent callers from interrupting a prompt while it is still playing. For example, you might want a "Welcome" message to play all the way through before the caller can enter another command and skip to the next menu prompt.

If this option is not selected, barge-in is enabled, and the prompt can be interrupted by the caller.

Important

The selected barge-in setting applies irrespective of whether [global DTMF commands](#) are used or not.

Click **Add Prompt** to play prompts when the menu starts.

Tip

See the [Play Message block page](#) for more information on how to create prompts.

Properties - Menu - Main



This block can be used to speak a list of choices to callers and get their selection. Based on this selection, commonly used actions can be defined in Menu option blocks. To start, select the DTMF keys you would like to use.

- DTMF Options
- Menu Prompts**
- Retry Prompt
- Results
- Milestone

Input timeout

Wait for s before assuming that no input was received.

Specify prompts to play to offer menu selection

Disable barge-in

[+ Add Prompt](#)

Type	Var?	Value	Play as	Actions
TTS	<input type="checkbox"/>	Please choose from one of the following menu o	text	
TTS	<input type="checkbox"/>	Press 1 for sales.	text	
TTS	<input type="checkbox"/>	2 for service.	text	
TTS	<input type="checkbox"/>	3 to check if there are any supercharging station	text	

Specify prompts to play for each enabled DTMF option

DTMF Key	Type	Var?	Value	Play as
1	TTS	<input type="checkbox"/>	Press one for Department 1	text
2	TTS	<input type="checkbox"/>		text
3	TTS	<input type="checkbox"/>		text

Retry Prompt tab

Allow Retries

Select to allow callers to provide late input or an unrecognized input. If enabled, you can set the

following options:

- **Number of No Input retries allowed**

Enter the number of retries to allow for callers whom do not provide input. For each retry, you can specify whether a prompt is played by clicking the corresponding section beneath this field. For example, if you allow two no-input retries and you want to play a prompt after the first retry, select the **No Input #1** line and add a prompt. Enable the **Play original menu prompt after this retry prompt** check box to repeat the menu prompts for the caller.

- **Number of No Match retries allowed**

Enter the number of retries to allow for callers whom do not provide a match for a **Menu Block**. For each retry, you can specify whether a prompt is played by clicking the corresponding section beneath this field. For example, if you allow two no-input retries and you want to play a prompt after the first retry, select the **No Match #1** line and add a prompt. Enable the **Play original menu prompt after this retry prompt** check box to repeat the menu prompts for the caller.

- **After Final No Input**

Add the prompt to play after the maximum number of permitted No Input retries is reached. You can also specify a target destination for the application to jump to, such as another block in the Self Service phase or to the Assisted Service or Finalize phase of the application.

- **After Final No Match**

Add the prompt to play after the maximum number of permitted No Match retries is reached. You can also specify a target destination for the application to jump to, such as another block in the Self Service phase or to the Assisted Service or Finalize phase of the application.

Results tab

Select variables to store the user's DTMF selection and the outcome of the interaction.

Milestone tab

Add a milestone to mark this key moment while the application is running. See the **Milestone** block page for more information.