

GENESYS

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Genesys Designer Help

Milestone Block

Milestone Block

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You can add the **Milestone** block to **Self Service** or **Assisted Service** phases to mark key moments while the application is running.

Using this Block

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.

Enter the name of the milestone in the **Milestone** field. Optionally, if this block is used in the **Self Service** phase, you can enable the **use variable** check box to use a variable for the milestone name.

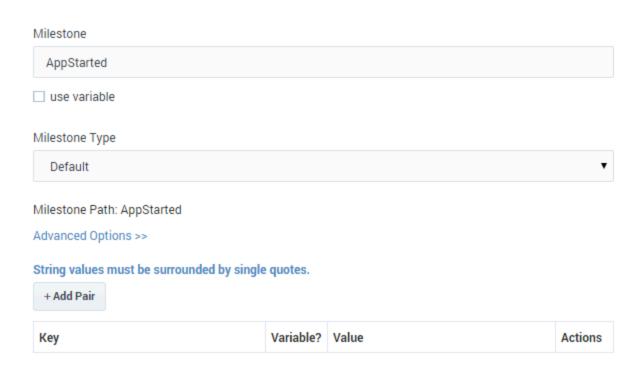
In the **Milestone Type** menu, select **Default**. Only select **Survey** if this **Milestone** block will be used in a survey application (see the **Survey** section below for more information).

Optionally, enter additional information by clicking **Advanced Options** or **Add Pair**.

Properties - Milestone - Application Started



This block is used to record a milestone in report.



Important

When entering the payload **Key**, do not use single or double quotes.

Survey

The **Survey** type is reserved for survey applications.

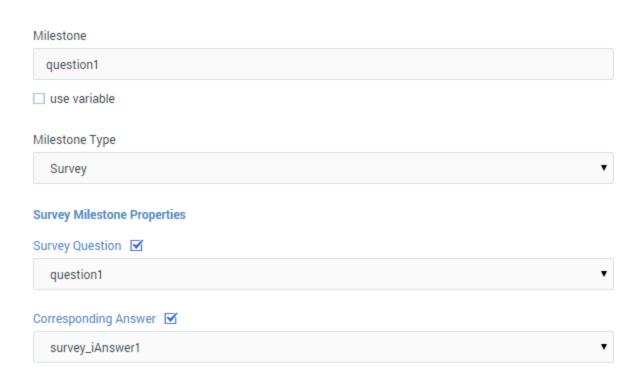
Once you select **Survey**, the **Survey Milestone Properties** section appears. Configure the following:

- Survey Question Select the variable that stored the survey question.
- Corresponding Answer Select the variable that stored the survey answer.

Properties - Q1 - Report



This block is used to record a milestone in reports including surveys.



Important

You can disable the check boxes if you would prefer to not use a variable for **Survey Question** and **Corresponding Answer**. However, Genesys recommends that you use variables for consistency and ease of use.