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Genesys Designer Help

Milestone Block

12/17/2025

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.

Milestone

AppStarted

☐ use variable

Milestone Type

Default ▼

Milestone Path: AppStarted

[Advanced Options >>](#)

String values must be surrounded by single quotes.

+ Add Pair

Key	Variable?	Value	Actions
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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.

Milestone

question1

☐ use variable

Milestone Type

Survey ▼

Survey Milestone Properties

Survey Question ☒

question1 ▼

Corresponding Answer ☒

survey_iAnswer1 ▼

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.