



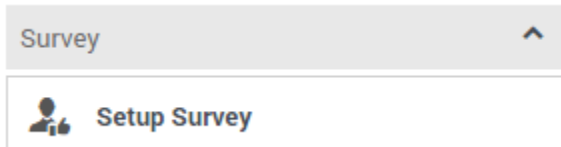
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Genesys Designer Help

Survey Blocks

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These blocks are used to manage surveys offered to callers.



Use the links below to learn more about each block.

Setup Survey

Sets up a survey for the caller.

Used in: **Initialization, Self Service, Assisted Service** *

* Surveys are typically offered during the **Self Service** phase and completed by an accepting caller after they have finished speaking with an agent in the **Assisted Service** phase. But if you have set up your survey to be **Immediate**, the caller can complete the actual survey while still in the **Self Service** phase of the application.