GENESYS™

Genesys Designer Help

User Interface

4/2/2025

Contents

User Interface

Supported browsers

Designer supports the latest versions of the following web browsers:

- Mozilla Firefox
- Google Chrome
- Microsoft Edge
- Apple Safari

> **Important**
>
> Microsoft Internet Explorer (all versions) is not recommended for use with Designer. Using non-recommended browsers with Designer can produce unexpected results.

User interface overview

Watch this video to see an overview of the Designer user interface:

Link to video

The various elements within the interface are described below.

Navigation bar
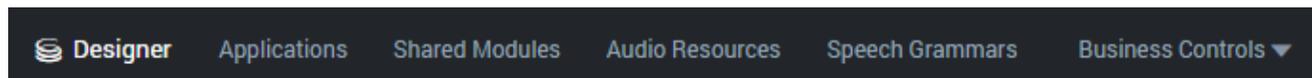
Provides one-click access to Applications, Shared Modules, Audio Resources, Speech Grammars, and Business Controls objects.

Workspace toolbar
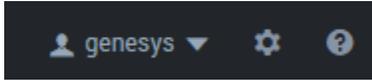
Provides buttons for common actions. Click your user name to log off. Click the settings icon to view or modify the global **Caching** settings for certain resources and to toggle certain **Features**. Click the Help icon to access the Designer Help.

Application toolbar
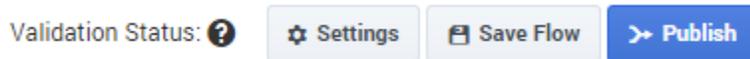
Provides buttons for common actions. Click Settings to set global settings for your application. Click Save Flow to save and validate your application, or click **Publish** to save and validate your application and prepare it for use by routing engines.

Palette

Provides all available blocks that you can use in your application, sorted by functional grouping:
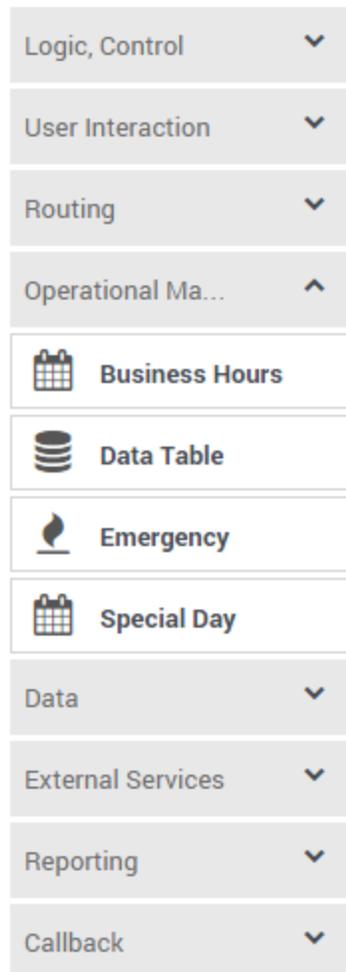
Application flow

Provides the main area to build your application by adding blocks vertically. (See Build Logic for more information.)

Application Flow　　　　　　　　　　　　　　[Actions ▼]

Help pane

Displays help information for the selected block:

Block properties

Displays all properties exposed by a block and provides assistance to set them:

Quick filters

This toolbar enables you to filter a list of resource items by selecting one or more filters that are associated with tags. The list then refreshes to show only those items that match the selected filters.

In this example, the **SMART** and **Debug** filters are selected so that only data tables with those tags are shown:

Note that the filters will display any item in the list that has the associated tag, even if there are other tags associated with that item. If you navigate to a new resource page (such as going from **Data Tables** to **Business Hours**), any selected filters are automatically applied to the new page.

To add, modify, or delete quick filters, click the **Settings** icon to open the **Manage Quick Filters** window. To associate a filter with a specific tag, select it, and add the tag(s) under the **Parameters** section.

In the above example, the **SMART** filter was associated with the "M1App" tag, as follows:
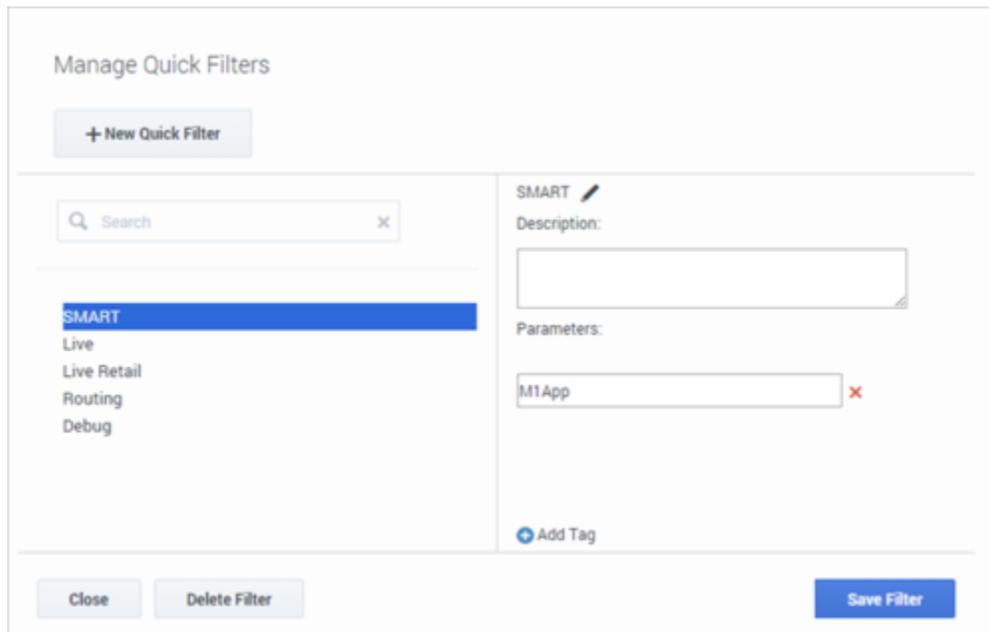
The **Quick Filters** toolbar appears on the following resource pages: Special Days, Business Hours,

Data Tables, Applications, Shared Modules, Emergency Flags, Audio Collections, and Message Resources. The same filters appear on each page, and any filters that you create are visible to other Designer users.

> ## Tip
>
> Tags are a useful tool for keeping resources organized. For consistency, Genesys recommends that you define and use a similar set of tags across your various resource types.