

GENESYS

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Genesys Designer Quick Start Guide

Adding a Menu

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Adding a Menu

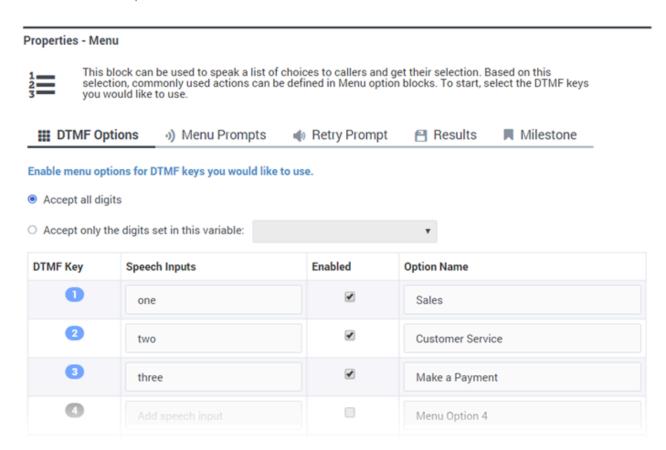
- Say "Hello"
- Add menu
- Retries
- Audio

Your application can now say "Hello" to callers, but it does not yet know how to offer them a menu to determine why they have called. In this example, you will add a **Menu** block to your application.

Add a Menu block

Select the **Menu** block in the **Palette** and drag and drop this block below the **Play Message** block that you placed earlier.

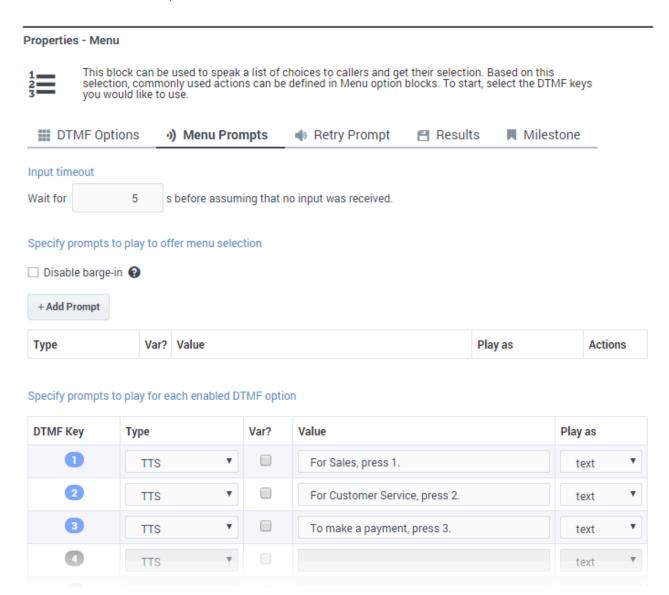
Add DTMF Options



Click the **DTMF Options** tab to enable DTMF (Dual-Tone Multi-Frequency) options 1, 2, and 3. Configure them as shown (the **Speech Inputs** field is optional).

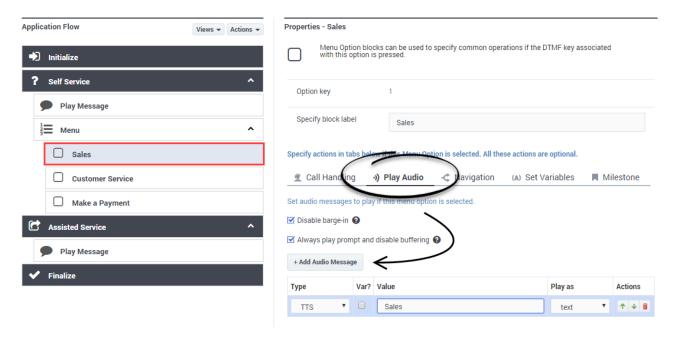
Each DTMF option that you enable is added to the **Application Flow** under the **Menu** block that you placed earlier. Also, each DTMF option uses the name that you specified in the **DTMF Options** tab.

Add Menu Prompts



Click the **Menu Prompts** tab and configure it as shown.

Configure DTMF Options



Click the **Sales** block in the **Application Flow**. Go to the **Play Audio** tab and add an **Audio Message** as shown.

Repeat this step for the **Customer Service** and **Make a Payment** blocks, replacing the prompt value with Customer Service and Make a payment, respectively.

Publish and test

Click **Publish** to publish your application and save your changes.

Call your application to hear it say "Hello" and offer you the three menu options that you just configured.

Go to the next phase — Using Variables