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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

Properties - Menu

- 1 This block can be used to speak a list of choices to callers and get their selection. Based on this
 2 selection, commonly used actions can be defined in Menu option blocks. To start, select the DTMF keys
 3 you would like to use.

DTMF Options Menu Prompts Retry Prompt Results Milestone

Enable menu options for DTMF keys you would like to use.

☒ Accept all digits

☐ Accept only the digits set in this variable:

DTMF Key	Speech Inputs	Enabled	Option Name
1	one	<input checked="" type="checkbox"/>	Sales
2	two	<input checked="" type="checkbox"/>	Customer Service
3	three	<input checked="" type="checkbox"/>	Make a Payment
4	Add speech input	<input type="checkbox"/>	Menu Option 4

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

Properties - Menu

- 1 This block can be used to speak a list of choices to callers and get their selection. Based on this selection, commonly used actions can be defined in Menu option blocks. To start, select the DTMF keys you would like to use.
- 2
- 3

DTMF Options **Menu Prompts** Retry Prompt Results Milestone

Input timeout

Wait for s before assuming that no input was received.

Specify prompts to play to offer menu selection

☐ Disable barge-in ?

+ Add Prompt

Type	Var?	Value	Play as	Actions
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Specify prompts to play for each enabled DTMF option

DTMF Key	Type	Var?	Value	Play as
1	TTS	<input type="checkbox"/>	For Sales, press 1.	text
2	TTS	<input type="checkbox"/>	For Customer Service, press 2.	text
3	TTS	<input type="checkbox"/>	To make a payment, press 3.	text
4	TTS	<input type="checkbox"/>		text

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

Configure DTMF Options

The screenshot displays the Genesys Designer interface. On the left, the 'Application Flow' pane shows a sequence of blocks: 'Initialize', 'Self Service', 'Menu', 'Sales', 'Customer Service', 'Make a Payment', 'Assisted Service', and 'Finalize'. The 'Sales' block is highlighted with a red rectangle. On the right, the 'Properties - Sales' pane is shown. It includes a checkbox for 'Menu Option blocks can be used to specify common operations if the DTMF key associated with this option is pressed.' Below this, the 'Option key' is set to '1' and the 'Specify block label' is 'Sales'. A tabbed interface at the bottom shows 'Call Handling', 'Play Audio', 'Navigation', 'Set Variables', and 'Milestone'. The 'Play Audio' tab is selected and circled. Below the tabs, there are checkboxes for 'Disable barge-in' and 'Always play prompt and disable buffering', both of which are checked. A '+ Add Audio Message' button is present. Below this button is a table with columns: 'Type', 'Var?', 'Value', 'Play as', and 'Actions'. The table contains one row with 'TTS' in the 'Type' column, an unchecked checkbox in the 'Var?' column, 'Sales' in the 'Value' column, 'text' in the 'Play as' column, and icons in the 'Actions' column. An arrow points from the 'Play Audio' tab to the '+ Add Audio Message' button.

Application Flow

Views Actions

Initialize

Self Service

Play Message

Menu

Sales

Customer Service

Make a Payment

Assisted Service

Play Message

Finalize

Properties - Sales

Menu Option blocks can be used to specify common operations if the DTMF key associated with this option is pressed.

Option key 1

Specify block label Sales

Specify actions in tabs below. The Menu Option is selected. All these actions are optional.

Call Handling Play Audio Navigation (A) Set Variables Milestone

Set audio messages to play if this menu option is selected.

☒ Disable barge-in

☒ Always play prompt and disable buffering

+ Add Audio Message

Type	Var?	Value	Play as	Actions
TTS	<input type="checkbox"/>	Sales	text	

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