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Genesys Designer Quick Start Guide

Using Variables

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Using Variables

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

Variables are a powerful tool to automate some settings in your application to accept an array of values. In this example, you will define a variable to dynamically tell callers to whom they will be transferred.

Create a User Variable

Properties - Initialize



This block or phase is typically used to setup variables for the application and initialize them. Assign blocks can be used to calculate expressions and assign their results to variables in this phase.



User Variables



System Variables

Specify User Variables. String values must be surrounded by single quotes.

+ Add Variable

Name	Default Value	Description	Secure	Trace	Delete
TRANSFER_DEST	'the receptionist'		<input type="checkbox"/>	<input type="checkbox"/>	

Click the **Initialize** phase to see its properties. In the **User Variables** tab, click **Add Variable** to add a variable TRANSFER_DEST with a value of 'the receptionist'.

Tip

String values, such as the one used in this example, must use single quotation marks.

Apply the User Variable

Now that you have a variable, you can use it to tell callers to whom they will be transferred after they select a menu option.

Drag a new **Play Message** block from the **Palette** and drop it in the **Assisted Service** phase. Select the **Play Message** block to edit its properties. Click **Add Prompt** and add a TTS following prompt with the following value: Please hold while I transfer you to.

To use the variable that you created earlier, click **Add Prompt** and add another TTS prompt, but this time enable the **Variable?** check box and select the **TRANSFER_DEST** variable.

Properties - Play Message

 This block is used to play audio messages. These messages can be TTS (Text to Speech), Audio Files (previously uploaded in Audio Resources page, or variables played as TTS).

Specify prompts to be played

Disable barge-in 

Always play prompt and disable buffering 

+ Add Prompt

Type	Var?	Value	Play as	Actions
TTS	<input type="checkbox"/>	Please hold while I transfer you to	text	  
TTS	<input checked="" type="checkbox"/>	TRANSFER_DEST	text	  

Select the **Sales** block and click **Set Variables**. Click **Add Assignment** and select the **TRANSFER_DEST** variable. In the **Expression** field, enter 'a Sales associate'.

Using Variables

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 if this Menu Option is selected. All these actions are optional.

 Call Handling  Play Audio  Navigation **(A) Set Variables**  Milestone

String values must be surrounded by single quotes.

+ Add Assignment

Variable	Expression	Delete
TRANSFER_DEST	'a sales associate'	

Repeat this step for the **Customer Service** and **Make a Payment** blocks, replacing the **Expression** value with 'Customer Service' and 'Payment Processing', 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 configured earlier.

Select any menu option and it will use the variable and prompts that you configured in this exercise.

Go to the next phase — [Enabling retries](#).