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Genesys Designer Quick Start Guide

Enabling Retries

Enabling Retries

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Your application has come a long way from saying "Hello." It can now offer callers a menu and even play a message using the variable that you created.

However, what if you do not select a menu option right away? In this example, you will configure retry settings for callers who do not immediately choose a menu option.

Allow Retries

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
- 3 DTMF keys you would like to use.

Menu Prompts DTMF Options **Retry Prompt** Results

Milestone

Specify retry prompt to alert user

Allow retries

Number of No Input retries allowed 1 ▼

Number of No Match retries allowed 1 ▼

No Input #1

+ Add Prompt

| Type | Var? | Value | Play as | Actions |
|------|------|-------|---------|---------|
|------|------|-------|---------|---------|

Play original menu prompt after this retry prompt

After Final No Input

No Match #1

+ Add Prompt

| Type | Var? | Value | Play as | Actions |
|------|------|-------|---------|---------|
|------|------|-------|---------|---------|

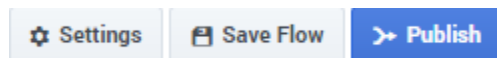
Play original menu prompt after this retry prompt

Click the **Menu** block and open the **Retry Prompt** tab. Enable the **Allow retries** check box to enable retries. You can allow up to three retries, but for now just select **1** in the drop-down menus.

Click **No Input #1** to expand it. Enable the **Play original menu prompt after this retry prompt** check box to repeat the menu prompt if the caller does not provide an input. You could also choose to use a specific retry prompt.

Next, click **No Match #1** to expand it. Enable the **Play original menu prompt after this retry prompt** check box to repeat the menu prompt if the caller does not provide an input that matches your options. You could also choose to use a specific retry prompt.

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.

Try not entering a menu option, or entering an invalid menu option, to test the retry settings.