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Genesys App Automation Platform Help

End Block

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The **End** block ends the call.

Sometimes there are circumstances in which a call ends naturally, such as if the caller reaches the end of the callflow in an application and there are no paths from the last block. In this case, an **End** block might seem unnecessary. However, if you want the call to end at a given point, such as in a submodule, you must add an **End** block to the callflow to ensure the caller is not looped back to the main application.

Tip

In the **Preferences** tab, you can choose either *Exit to a routing strategy* or *Disconnect the call* as possible actions to the **Action to take when the callflow ends** preference.

To add an **End** block to a callflow, drag and drop the **End** block onto the end of the callflow.