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Genesys App Automation Platform Help

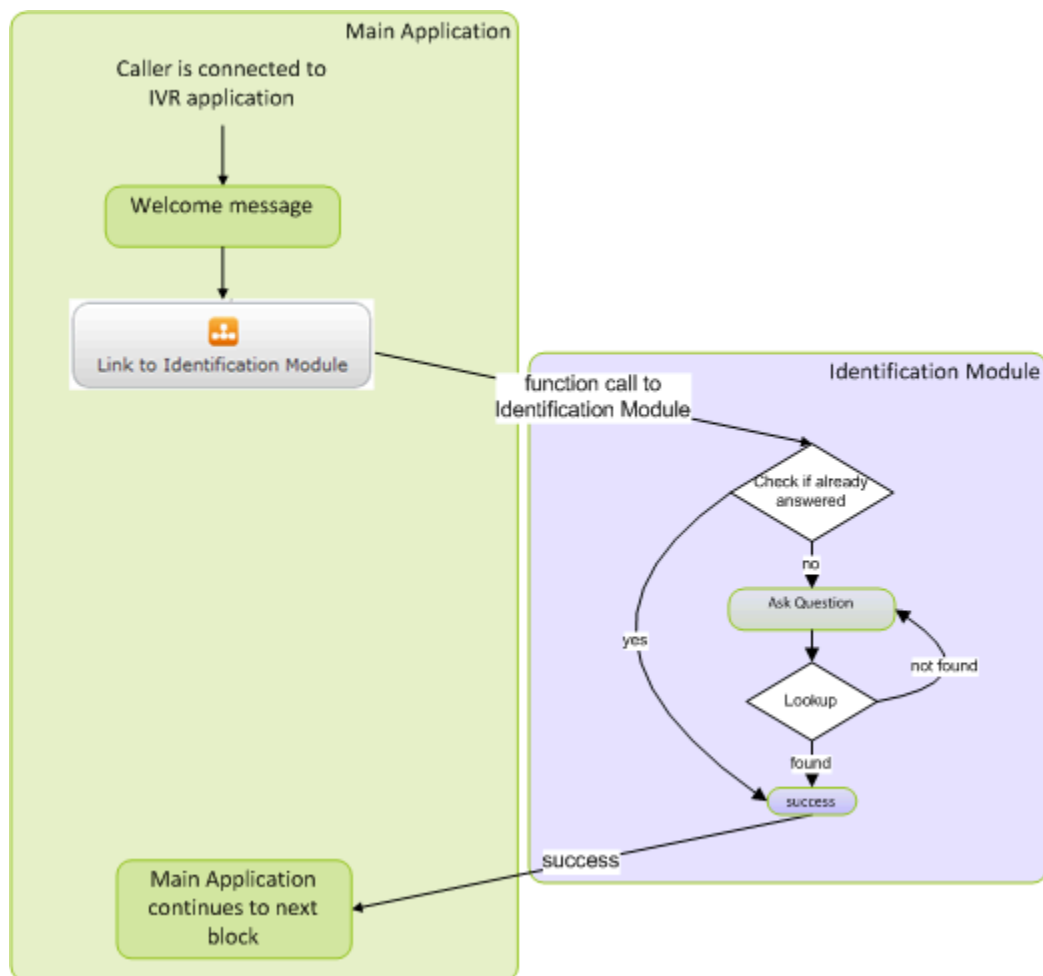
[Link Block](#)

Link Block



You can use **Link** blocks to send a call within your callflow to another application, module, or external VXML application. Once the external callflow finishes, the call returns to the point at which it left in the parent callflow.

For example, the main application might start with a **Message** block to welcome the caller and then use a **Link** block to call into an Identification module, which allows the caller to identify himself or herself. When the module finishes, the call routes back to the main application with a **success** result and the rest of the application callflow executes.



Adding this block to the callflow

To add and configure **Link** blocks in a callflow:

1. Drag and drop a **Link** block onto the appropriate position in the callflow.
2. Click the **Link** block to view its properties.
3. In the **Link Details** tab, select one of the following options:
 - **Transfer to Another Genesys App Automation Platform Module** – Call a GAAP module within the same **Company**. This links to the **Start** block within the module.

Tip

You can click **Jump to Module** to open the linked module in the Callflow Editor. If you have unsaved changes in your current application, GAAP asks you to leave the page without saving.

- **Transfer to an External VXML Application** – Use an HTTP URL to call into a VXML application. After this application finishes processing the call, it must return specific information back to the GAAP application (as defined in the third-party application contract), as well as the path that must be followed as a result of the call. You can use variables when specifying the URL, such as: `http://[var:server]:[var:port]/MyPage.vxml`.

Important

Contact your Genesys representative for more information on configuring the results from a VXML application.

If the caller hangs up while in the VXML application portion of the call, or the VXML application wants to end the call, the VXML application must return a **hangup** or **system hangup** result, respectively.