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Genesys App Automation Platform Help

Blocks

Blocks

Blocks are the individual steps in a callflow.

Each blocks performs a single basic function. For example, a **Start** block signals the start of the application, and an **End** block signals the end of the application.

The following blocks are available in GAAP:

- **Start Block**
- **End Block**
- **Message Block**
- **Menu Block**
- **Question Block**
- **Phone Block**
- **Link Block**
- **Interceptor Block**
- **Script Block**
- **Recording Block**