Genesys App Automation Platform Help

Question Block

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Contents

Question Block

> **Important**
>
> Only users with the role **Application Designer** can add **Question** blocks to a callflow. However, both **Application Designer** and **Application Maintainer** roles can view and update **Question** block properties.

You can use **Question** blocks to ask complex questions to callers, such as credit card numbers, dates, or currency amounts. Whereas Menu blocks tend to ask simple questions with limited answers (for example "yes" or "no"), **Question** blocks can use grammars (standard or customized) to specify the format of expected answers. A grammar defines the acceptable words, phrases, commands, or even sentences that the **Question** block accepts as valid input.

> **Important**
>
> Contact your Genesys representative for more information on grammars written in SRGS.

As it might not be possible to create paths from your **Question** block to cover every distinct answer from a caller, Genesys recommends you use a default **success** path to accommodate all successful recognitions (unless a path exactly matches the recognized answer).

Adding this block to the callflow

To add and configure Question blocks on a callflow:

1. Drag and drop the **Question** block onto the appropriate position in the callflow.
2. Click the **Question** block to open its properties.
3. In the **Vocabulary** tab, click the **Mode** menu and select the type of grammar you want to use. You can choose from:
   - **Standard Grammar** – Use a built-in grammar. You can select options such as **date** or **credit card number**.
   - **Grammar Builder** – Define a custom simple grammar format. For example, if the **Standard Grammar** option does not have an option to cover your particular business need, you can use the **Grammar Builder** option to build your own solution. For example, you can define a grammar that

accepts two digits followed by two to five letters.

> **Important**
>
> For more details, refer to Using the Grammar Builder, below.

- **Upload Custom Grammar** – Upload a SRGS XML grammar file(s). For example, you could set up a **Question** block that asks callers for a complex account number that contains a check digit or a small number of possible alpha characters. This can help to ensure better recognition accuracy. You can upload a new voice grammar as well as a DTMF grammar.

> **Important**
>
> - See the Standard Grammar settings section below for more information on standard grammars.
> - Contact your Genesys representative for information on the exact format of the SRGS XML grammar file to use.

You might choose to upload both a DTMF grammar and a voice grammar to ensure either response is properly recognized. For example, if the caller speaks their account number and the speech recognizer does not understand what was said, the caller can choose to enter DTMF digits instead.

4. In the **Prompts** tab, add prompts for **Initial**, **Retry**, **Timeout**, and **Help**. These prompts can contain references to variables. See the Menu block page for more information on prompts.
5. (Optional) In the **Questions Options** tab, select the **Store Answer as a Variable** check box if you want to store any answer provided by the caller as a variable. See the Menu block page for more information on working with variables.
6. Click **Update**.

Standard Grammar settings

This section explains the settings available for the Standard Grammars.

Credit Card Expiry

Parameter	Description
MinAllowed	The minimum number of months for which a credit card expiry date can be out of date. The default is **-36**, which is three years ago.

Parameter	Description
MaxAllowed	The maximum number of months for which a credit card expiry date can be in the future. The default is **36**, which is three years from the current date.

Credit Card Number

This grammar allows you to specify the types of credit cards that can be accepted from a caller. Setting a type of credit card to **true** allows it to be used; setting a type to **false** disables it.

Currency EUR and Currency GBP

Parameter	Description
MinAllowed	The absolute minimum amount in Euros/Pounds that can be accepted from a caller.
MinExpected	The minimum amount of Euros/Pounds expected from a caller. If an amount does not fall between this value and the **MaxExpected** amount, the speech-recognition engine assigns it a higher confidence score.
MaxExpected	The maximum amount of Euros/Pounds expected from a caller. If an amount does not fall between this value and the **MinExpected** amount, the speech-recognition engine assigns it a lower confidence score.
MaxAllowed	The absolute maximum amount in Euros/Pounds that can be accepted from a caller.

Date

Parameter	Description
MinAllowed	The absolute minimum number of days before the current date that a date given by a caller can be accepted (for example, input -365 for a year before the current date).
MinExpected	The earliest date expected from a caller. Any date between this value and the **MaxExpected** date results in the speech-recognition engine assigning a high confidence score.
MaxExpected	The latest date expected from a caller. Any date between this value and the **MinExpected** date results in the speech-recognition engine assigning a high confidence score.
MaxAllowed	The absolute maximum number of days after the current date that a date given by a caller can be accepted.
AllowAmbiguousCentury	Specify whether to accept the century portion of a date from a caller. For example, for the year 2012,

Parameter	Description
	a caller may say "twenty-twelve", "two-thousand and twelve," or omit the century completely.
AllowAmbiguousYear	Specify whether to accept the year portion of a date from a caller. This allows a caller to use a two-digit year or four-digit year for dates after the year 2000. For example, a caller might say "twenty twelve" or "two thousand and twelve."

Natural Numbers

Natural numbers are positive integers, such as 1, 2, 3, and so on.

Parameter	Description
MinAllowed	The absolute smallest natural number that can be accepted from a caller.
MinExpected	The smallest natural number expected from a caller. Any amount between this value and the **MaxExpected** number results in the speech-recognition engine assigning a high confidence score.
MaxExpected	The maximum natural number expected from a caller. Any amount between this value and the **MinExpected** number results in the speech-recognition engine assigning a high confidence score.
MaxAllowed	The absolute highest natural number that can be accepted from a caller.

Phone Number Republic of Ireland (RoI) and Phone Number UK

Parameter	Description
AllowMobiles	Specifies whether a RoI/UK mobile number provided by the caller can be accepted.
AllowLandlines	Specifies whether a RoI/UK landline number provided by the caller can be accepted.

Postcode UK

This grammar allows you to specify that only UK-based postcodes can be accepted from the caller.

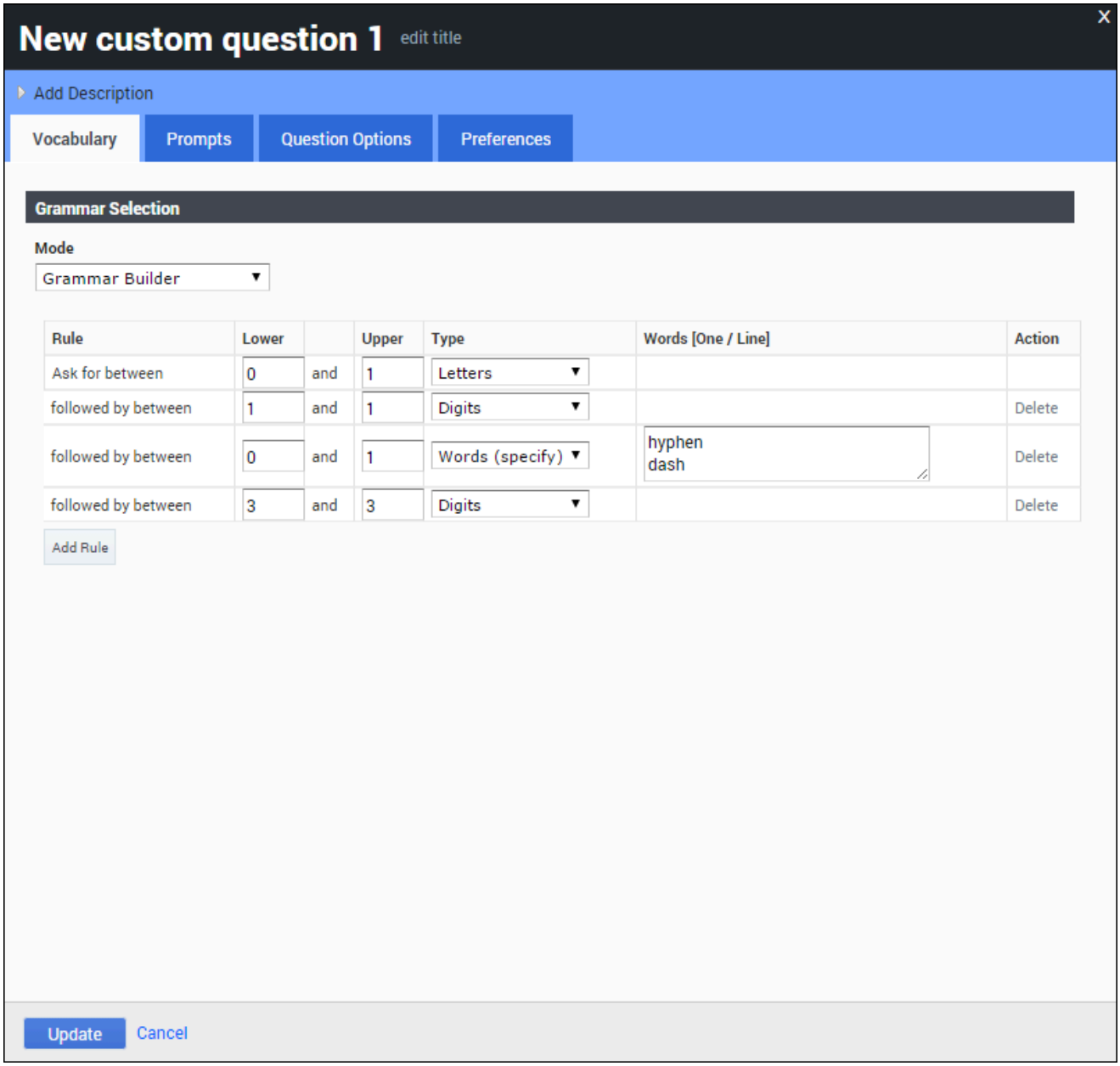
Time

Parameter	Description
Assume24Hour	Specifies that all times given by callers will be in 24-hour-clock time. For example, when set to **true**, if a caller says "eight thirty", the speech-

Parameter	Description
	recognition engine assume this to mean 8:30 a.m. rather than 8:30 p.m.
MinAllowed	The earliest time that will be accepted from a caller.
MinExpected	The earliest time expected from a caller. Any time between this and the **MaxExpected** time results in the speech-recognition engine assigning a high confidence score.
MaxExpected	The latest time expected from a caller. Any time between this and the **MinExpected** time results in the speech-recognition engine assigning a high confidence score.
MaxAllowed	The latest time that will be accepted from a caller.

Using the Grammar Builder

The **Grammar Builder** option allows you to define your own simple grammar format. For example, you can set up a grammar for a customer account number that contains a specific mixture of letters, dashes and numbers. Consider the following grammar:



Using the rules in the previous example, the custom grammar accepts any of the following phrases from a caller:

- "B nine four five six"
- "B nine dash four five six"
- "B nine hyphen four five six"
- "nine four five six"
- "nine dash four five six"

- "nine hyphen four five six"

To use the **Grammar Builder** option:

1. In the **Lower** field, enter the minimum amount of digits, letters, or words that a caller must provide. If caller does not need to provide a response for this rule, enter `0` in this field.
2. In the **Upper** field, enter the maximum number of digits, letters, or words that the caller must provide.

   In the example above, the rule specified that the caller must provide between **0** and **1** letters. In other words, the caller might provide a letter, or not. If you do require the caller to provide one letter only, set the **Lower** and **Upper** values to 1 and 1, respectively.
3. In the **Type** menu, select from the following:
   - **Digits**
   - **Non-Zero Digits**
   - **Letters**
   - **Digits or Letters**
   - **Words (specify)** – If selected, enter the words that this grammar accepts. For example, dash or hyphen. The grammar might recognize these words, but they are not included in the final result. Therefore, if the caller says, "one two dash four", a result of "124" is recognized.
4. (Optional) To add another rule, click **Add Rule**.
5. Click **Update** to save the grammar.