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# Genesys App Automation Platform Help

Troubleshooting

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# Troubleshooting

This page answers common troubleshooting questions about using GAAP.

- **Issue: I've added an option to my Prompt Wording in my Menu, and added a link to this option, but when callers select the number for this option they're not being put through. Why is this?**
  - Suggestion: If you've indicated in the Prompt Wording field that the caller should press a specific number to be put through to a particular department, you must also add this number to the DTMF field in the Edit Path dialog box.
- **Issue: Why are callers receiving an error message rather than being routed to a specific number?**
  - Suggestion: A list of trusted numbers is configured when GAAP is installed. This prevents callers from being transferred to prohibited numbers, such as premium-rate numbers. Check your reports to identify at which point callers are receiving this error and update the number. This may be in a **Phone** block, Opening Hours rule, or a Module set up using the Treeview Submodule template. Administrators can add numbers to the trusted numbers list.
- **Issue: Some callers are experiencing technical difficulties at different stages in the callflow. How can I diagnose the problem?**
  - Suggestion: The Call Details report allows you to identify the cause of any problems you are experiencing. To access this report, go to the **Reports** view and click the **Raw Data** tab. Select **Call Details** in the **Data Set** menu, and then click **Download** to download a CSV file. Open the file and look at the **Error Messages** column to review where in your callflow a change is required.