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Genesys App Automation Platform Help

Using WebIVR Applications

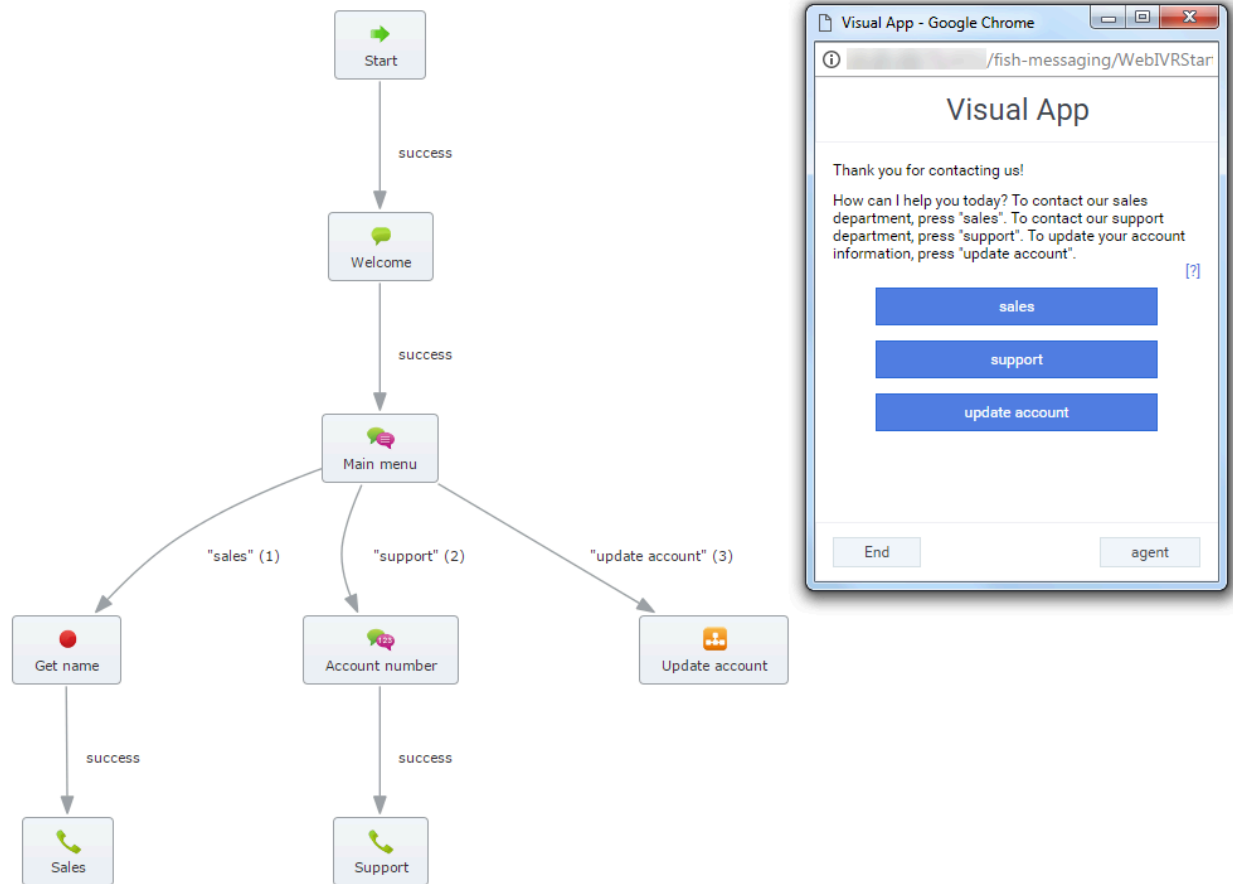
5/1/2025

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Using WebIVR Applications

You can use Intelligent Automation to create WebIVR versions of your voice applications. WebIVR applications are visual and web-based, allowing you to use the same routing logic as your voice application in a web or mobile setting.



In the example above, a phone-based callflow was quickly adapted for use as a visual application by quickly updating prompt text using **visual personas**. Also notice how:

- IVR menu options became clickable buttons. When clicked, each button follows the path set in the **Callflow Editor**.
- If you created help text, it displays when the customer clicks **?**.
- Global paths are respected. For example, the **agent** button is based on the **agent** global default path that is part of the standard application template.

Visual personas

WebIVR applications are based on visual personas that you enable in the **Personas** view. In the **Persona** tab, go to the persona you are using for your application and select the **Has visual alternative** check box. This allows you to use the same persona to serve both your voice application and your WebIVR application. You can customize the WebIVR persona to use prompts that are more relevant for visual interactions (for example, instead of saying "Thank you for calling," you can set your WebIVR application to say "Thank you for contacting us.")

Themes

You can set the appearance of a WebIVR application by choosing a **theme** for your visual persona in the **Personas** view.

Block behavior

All **blocks** in a WebIVR application function similarly to their role in a voice application. For example, a **Message** block plays a message in a voice application, whereas in a WebIVR application this block simply states a message on-screen (using the visual persona). The **Phone** block does not transfer the interaction directly to a phone number; it asks the customer to dial the transfer number (and on a mobile device, customers can usually click the displayed phone number to open the device's dialer).

Warning

You cannot use custom grammars with WebIVR applications. Only standard grammars are supported.

Getting started

A good first step to prepare your WebIVR application is to go through each block in the **Callflow Editor** to check and define prompts and settings to ensure the visual persona is properly configured for a WebIVR application.

For example, the Welcome **Message** prompt below says, "Thank you for calling." However, this message does not make sense in a WebIVR application, as the customer has not dialed the voice application.

Welcome edit title

► Add Description

Prompts Shock Absorber Preferences

Prompt Wording

Thank you for calling!

Prompt Type: Text to Speech

Upload an Audio File

Preview Prompt

Prompt Ref: 0050

Add Another Prompt

Go to the right of the **Message** screen and there is a persona selector. Select the visual persona.

Persona:

(Default Persona) ▼

(Default Persona)

English

Visual English

Tip

Don't see the visual persona? Remember that you **need to enable it** in the **Personas** view.

Now you can update the message to something more appropriate for a WebIVR application.

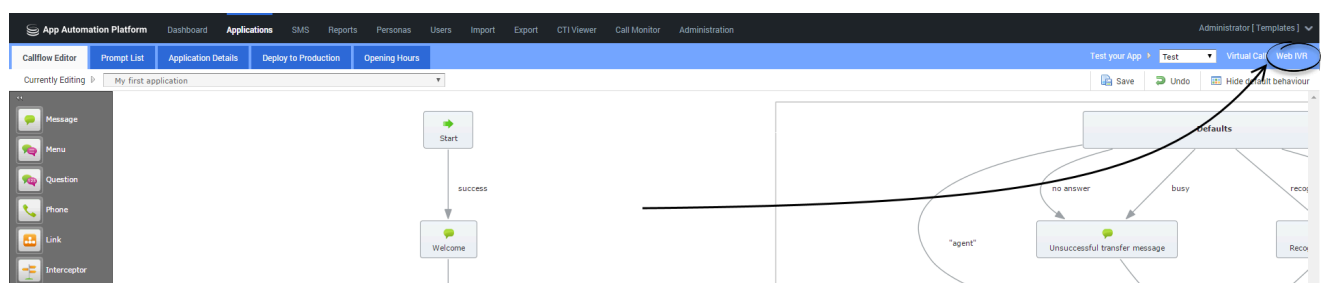
The screenshot shows the 'Welcome' configuration page in the Genesys App Automation Platform. At the top, there's a 'Welcome' title with an 'edit title' link. Below it is an 'Add Description' section. A navigation bar contains 'Prompts', 'Shock Absorber', and 'Preferences' tabs. The 'Prompts' tab is active, showing a 'Prompt Wording' text area with the text 'Thank you for contacting us!'. To the right, the 'Prompt Type' is set to 'Text to Speech'. There are two buttons: 'Upload an Audio File' and 'Preview Prompt'. Below the text area, the 'Prompt Ref' is '0050'. At the bottom, there is an 'Add Another Prompt' button.

Viewing your WebIVR application

After you have prepared your application, you can click **WebIVR** in the top-right corner to try it out. The WebIVR application opens in a separate window, and you can click through the prompts and options as a customer would see them.

Important

The `VisualIVR.Security.AllowedDomains` option in the Default Server Settings must be set to `https://<host>:<GUIserver port>`. If this value is not configured, the WebIVR application will not be loaded.



Deploying your WebIVR application

The WebIVR application is **deployed to production** in the same manner as your voice application.

To use the WebIVR application, you must provide a link that customers can use to access it. This link is based on one of the following formats, depending on whether you use a load balancer for your Messaging server:

- Load balancer before Messaging Server (LB): `http://<LB_ADDRESS>:<LB_PORT>/fish-messaging/go/<application_token>`
- Messaging Server Only (MS): `http://<MS_ADDRESS>:<MS_PORT>/fish-messaging/go/<application_token>`

You can find the `<application_token>` value by clicking the **Application Details** tab in the **Callflow Editor** and noting the **Web IVR URL Token** value for test or production.

App Automation Platform Dashboard **Applications** SMS Reports Personas

Callflow Editor Prompt List **Application Details** Deploy to Production Opening Hours

Currently Editing ▸ My first application

Application Details

* Application Name
My first application

Application Description
This is my first application in GAAP

Web IVR URL Token (Test)
RDeNtdE-

Web IVR URL Token (Production)
DWE0wwc-

Personas associated by this Application

Important

You must set **Default Server Settings** before you can embed a WebIVR application in your company website.