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Genesys Intelligent Automation Help

MicroApps

MicroApps

MicroApps are pre-built collections of callflow templates, configuration screens, and scripts built to industry best practices. They allow for rapid deployment of commonly-required functions within a self-service system and can be used across all channels supported by Intelligent Automation.

All available MicroApps are listed in the table below.

| Name | Description |
|-------------------------------|--|
| Account Barring | Allows a caller to bar and unbar their account. |
| Account Selector | Allows the caller to select an account from a list of accounts fetched from the back-end system. |
| Add-Ons Selector | Plays the list of available add-ons configured, and then provides an option to order one. |
| Address Capture UK | Captures an address based on a UK postcode and first line of address, verified using third-party address software from Experian QAS www.qas.co.uk . |
| Address Selector | Dynamically builds and presents a list of the caller's addresses, and then prompts the caller to choose the address for mail or parcel delivery. |
| Airline Flight Status Checker | Checks the status of a flight based on either the departure date with flight number or on the departure date with departure and arrival airport. |
| Automatic Query | A version of a query that does not prompt the caller for input. |
| Balance Enquiry | Performs a real-time lookup to a back-end system and plays the balance to the caller, with an offer to repeat the information. |
| Bill Copy Request | Calls a back-end system to request a copy of the caller's most recent bill, which can be posted or emailed to the customer at a pre-registered address. |
| Bill Information | Calls a back-end system to retrieve bill information, including multiple balances. It plays this information to the caller, with an offer to repeat the information. |
| Billed and Unbilled Balance | Performs a real-time lookup to a back-end system and plays the billed and unbilled balance to the caller, with an offer to repeat the information. |
| Call Divert | Provides a range of functionality for call diverting. For example, divert to voicemail, another number, and when unavailable. It also allows the caller to cancel all call diverts. |
| Call Waiting Activation | Allows the caller to activate or de-activate call waiting on their account. |

| Name | Description |
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| Caller ID Activation | Allows the caller to activate or de-activate caller ID on their account. |
| Cancel Contract | Allows the caller to cancel their contract. Calls a back-end system to request the cancellation. |
| Continuous Card Payment | Collects the debit or credit card details required for setting up continuous payment and passes these details on to the back-end system for continuous payment processing. |
| Custom Natural Language Menu | <p>The Custom Natural Language Menu allows older versions of Intelligent Automation to support bot capabilities.</p> <div data-bbox="824 646 1380 819" style="border: 1px solid orange; padding: 5px;"> <p>Important</p> <p>The Natural Language Menu App and Custom Natural Language Menu are shipped separately and only allowed in conjunction with the purchase of either the bot bundle/orchestration either Voicebot or Chatbot bundle. Get in touch with your AE or Sales.</p> </div> |
| Date Selector | Dynamically builds and presents a list of dates to the caller, and then prompts the caller to choose a date for delivery. |
| Direct Debit Request | Captures the bank sort code and account number required to set up a new Direct Debit instruction on the caller's account. |
| Dynamic Grammar | Defines a dynamic grammar that is populated from a web service. |
| Dynamic Menu | Allows you to build a dynamic menu. |
| Easy Opening Hours | An easy way to configure opening hours from one place, with extended functionality for special dates. |
| Flight Status Checker | Checks the status of a flight based on either the departure date with flight number or on the departure date with departure and arrival airport. |
| Foreign Exchange | Dynamically builds and presents a list of currencies to the caller and then prompts the caller to specify a currency and dollar amount for the order. |
| Genesys Smart Transfer | Presents call waiting options to the caller, depending on the results returned by Genesys. |
| Handset Unlock Request | Calls a back-end system to request a handset unlock for the caller. Can ask the caller for information such as IMEI before making the request. |
| Hold | For outbound dialing - enables the receiving party to place the call on hold. The call resumes once the receiving party presses a key on the keypad. |
| Identification | Identifies the caller's Caller Line Identification (CLI), account number, or other unique identifier. Allows progressive levels of identification to be used within the same callflow. |

| Name | Description |
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| Incident Alert | Allows easy management of incidents. Active incidents are played to the caller, and then the caller is given the option to subscribe to the incident. |
| IT Help Desk | Define a multi-synonym question with disambiguation. When the caller answers the question, the call moves to the next module. |
| Itinerary | Calls a back-end system to retrieve a flight, hotel, limo, rental car, or rail itinerary for the caller. Can be used in conjunction with the Itinerary Selector app. |
| Itinerary Selector | Dynamically presents flight, hotel, limo, rental car, or rail itineraries to the caller, depending on what has been booked. Calls a back-end system to retrieve all itineraries for the caller's booking. Used in conjunction with the Itinerary app. |
| International Direct Debit Request | Captures an international bank account number (IBAN), and then calls a web service to process the Direct Debit request. |
| Loan Request | Allows the caller to request a loan. |
| Local Identification and Verification | Identifies a caller against the users configured within the product. |
| Locate and Connect | Used to locate a local branch, ATM, or office. Plays a list of locales and branches configured in the application, and then prompts the caller to select from the list. This application requires speech recognition. |
| Locate and Connect Postcode | An enhanced version of the Locate and Connect MicroApp. It uses the full UK postcodes to locate branches and partial area postcodes to establish relationships between them. It also uses latitude/longitude calculations and weighting of local dialing codes to find the nearest branches. Customization for other postcode systems is available. |
| Marketing Promotions | Uses the dialed number (DNIS) and other available customer information to dynamically select and present a promotional offer to the caller, based on eligibility criteria configured in the application. The caller is given the option to subscribe to the offer, which can be updated to his/her account using a back-end system call. Includes the ability to transfer the call with its context to a specific agent group, based on selection. |
| Module Transfer Helper | This is the base flow for the Module Transfer Helper product. Do not modify the callflow, it will be updated any time its Settings page is saved. |
| Money Transfer | Allows the customer to transfer money from a selected <i>From</i> account to a previously used bill payment destination. The <i>From</i> account uses Account Selector . The list of payment destinations |

| Name | Description |
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| | is constructed dynamically. Can handle scenarios involving insufficient funds. |
| Natural Language Menu | <p>Allows you to connect to a natural language engine for any chat interaction.</p> <p>Important The Natural Language Menu App and Custom Natural Language Menu are shipped separately and only allowed in conjunction with the purchase of either the bot bundle/orchestration either Voicebot or Chatbot bundle. Get in touch with your AE or Sales.</p> |
| Offer Direct Debit Setup | Captures the bank sort code and account number required to set up a new Direct Debit instruction on the customer's account. |
| Operator | Automated attendant for connecting callers to contacts and departments. |
| Order Add-Ons | Allows callers to order add-ons. |
| Order Phone Services | Presents a list of phone services for the caller to choose from (fully configured within the application) and calls a back-end system to request the order. Handles functionality such as eligibility, insufficient funds, and duplicate orders. |
| PAC Port In | Guides the caller through the process of porting in a PAC number from a previous provider. Captures the information and calls a back-end system to make the request. Can also offer the caller the opportunity to specify the date they wish the port in to occur. |
| PAC Request | Calls a back-end system to request and present a PAC for the caller. Usually used in conjunction with the SMS product to send the PAC to the caller. |
| Payment Capture | <p>Secure payment functionality offers PCI Compliant payments. These applications can be used as part of a self-service or agent-assisted interaction and are compliant with the strict requirements of the Payment Card Industry Security Standards Council (PCISSC).</p> <p>Important</p> <ul style="list-style-type: none"> • The Payment Capture App is available only as a separate package. It is provided to customers on request only. Get in touch with your AE or Sales. • The existing Payment Capture App can be used when upgrading Intelligent Automation. |
| Pay by Bank Account | Captures bank account details, and then processes |

| Name | Description |
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| | a payment using those details. |
| Payment by Registered Card | <p>A two-step process:</p> <ol style="list-style-type: none"> 1. Calls a back-end system to retrieve any cards registered against the caller's account. The caller then chooses the card they wish to use (by entering the last four digits), the amount they wish to pay, and then the three-digit security code for the card. 2. Sends a back-end request to process the payment. Offers "friendly" functionality such a 'card expiring soon' warning. |
| PIN Change | Allows callers to set a new Personal Identification Number (PIN) by first requiring the old PIN to be entered. The caller must enter the old PIN and then enter the new PIN twice, as part of the validation process. A web service is used to update the PIN in the back-end system. |
| PIN Request | Requests the callers PIN from a back-end system. Can be presented to the caller or used for verification within the application. |
| Plan Details | Calls a back-end system to retrieve call plan information, including monthly charges and the plan name. It then plays this information back to the customer, with an offer to repeat the information. |
| Postcode Outage | Allows the caller to enter a numeric postcode to find out if there is an outage in their area. |
| Postal Flat Rates | Presents the caller with a series of questions to determine the fixed postal rate. |
| Postal Rates Calculator | Requests information from the caller about the weight, dimensions, and destination of the item to be posted, and the calls a web service to calculate the postal rate. |
| Price Plan Change | Presents a list of price plans for the caller to choose from (fully configured within the application) and calls a back-end system to request the change. Handles functionality such as eligibility, insufficient funds, and duplicate orders. |
| Product Order | Allows the caller to order products on account. Dynamically builds and presents the available inventory, and then prompts the caller to choose a product and quantity. If the specified quantity doesn't exceed the available inventory, the order is placed. |
| Prompt Recorder | Quickly and easily produces new prompt WAVs for use in IVRs. Call a direct dial number to record your prompts, and then downloads it via the Intelligent Automation application. |

| Name | Description |
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| PUK Request | Calls a back-end system to request and present a PUK for the caller. Usually used in conjunction with the SMS product to send the PUK code to the caller. |
| Query List | Returns a list of information from a back-end, and then presents the information to the caller. |
| Query | Uses input from the caller, such as application reference number, to collect the status from a back-end system and then play the status to the caller. Includes variations, with an option to provide an SMS status confirmation to the caller. |
| Query Account Add-Ons | Calls a back-end system to retrieve add-on information currently associated with the caller's account. Information presented to the caller is driven by data fully configured within the application. This includes an add-on description. |
| Query Account Price Plan | Calls a back-end system to retrieve price plan information currently associated with the caller's account. Information presented to the caller is driven by data fully configured within the application. This includes the price plan description. |
| Questionnaire Builder | Powerful and easy-to-use application suitable for customer and employee surveys, as well as other questionnaires or checklists (for example, insurance renewals). Supports yes/no, multiple choice, and numeric range responses, with options to record verbatim comments, re-order questions, and configurable conditional question sequence logic. |
| Random Questionnaire Builder | Includes the Questionnaire Builder functionality, with added question sets. The caller hears a randomly-selected question set at the time of the call. |
| Register Card | Offers the caller the option to register a credit card or debit card against their account for ease of use in the future. Calls a back-end system to store the card information. Usually used after a successful Payment Capture call and usually required for customers wishing to use the Payment by Registered Card product. |
| | Presents basic remaining allowance information to the caller. This includes minutes, texts, and data. Can also present fair use information, if necessary. |
| Remaining Allowances v2 | An enhanced version of the original Remaining Allowances product. Supports a fully configurable list of allowances (numeric, decimal, currency, and simple on/off). Prompting is customizable and can play back conditional information. |
| Responder | Allow emergency personnel to respond to pager alerts to acknowledge incidents. |

| Name | Description |
|---------------------------|--|
| Roaming Activation | Allows the caller to activate or de-activate roaming on their account. |
| Semafone Payment Capture | Includes all Payment Capture features, with an added pre-built integration to Semafone (www.semafone.com , which enables DTMF tone masking. |
| SIM Card Activation | Allows the caller to activate a SIM card currently pending against their account. |
| SMS | Dynamically constructs an SMS message using information available from the call and then submits the message for delivery to an SMS gateway. It automatically prompts the caller to enter a mobile number if the caller's CLI is not recognized as a mobile or if is withheld. |
| Statement Request | Requests the account's statement by fax. |
| Transaction List | Plays a list of recent transactions for a current account, savings account, or credit card statement retrieved from a back-end system. The account from which to retrieve transactions is determined by Account Selector . |
| Top Up By Voucher | Allows the caller the option to top up an account by entering a pre-purchased voucher number. Handles scenarios such as account locked, expired, already activated, and not found. |
| Top Shelf Activation | Activates top shelf content on the callers account. Usually used in conjunction with the Payment Capture product in order to confirm age. |
| Two Factor Authentication | Identification with additional verification by registered phone number, email address or authentication app. |
| Unbilled Amount | Performs a real-time lookup to a back-end system and plays the unbilled amount to the caller, with an offer to repeat the information. |
| Voicemail Activation | Allows the caller to activate or de-activate voicemail on their account. |
| Yes No Selector | Allows the caller to provide a yes/no response to a question. |
