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Genesys App Automation Platform Help

Menu Block

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You use **Menu** blocks to set up multiple-choice questions to ask callers, to which they respond using either speech or DTMF input.

A single **Menu** block asks a question several times, if necessary, until it gets an expected response from the caller. This is done using different types of prompts. If required, a **Menu** block can also ask the caller to confirm the answer. The **Menu** block uses the following prompt types:

Prompt Type	Description	Example
Initial	The first prompt played to the caller.	Do you want to proceed?
Retry	Played to the caller if his or her response was not recognized. Usually, the Retry prompt repeats the initial question and can suggest a few phrases that the caller can use in response.	Say yes, no, or help. Do you want to proceed?
Timeout	Played to the caller if no response was received (in other words, the caller was silent). Usually, the Timeout prompt repeats the initial question using slightly different phrasing to give the caller another chance to answer. A caller might encounter the Timeout prompt because he or she didn't understand the question, whereas a Retry prompt is used for when a response was received but it wasn't recognized.	Do you want to proceed? You can say yes, no, or help.
Help	Played to the caller if they say "help." The Help prompt includes additional information, such as a recap of where the caller is in the application, what they are being asked for and why, what to do if they do not want to continue, and so on. This prompt ends by asking the caller to answer the initial question.	You have chosen to pay your bill by credit card. Do you want to continue? You can say yes or no.

Important

Menu blocks inherit confirmation prompts from the main application. If necessary, you can set up different confirmation prompts for individual **Menu** blocks.

Adding this block to the callflow

To add and configure **Menu** blocks to a callflow:

1. Drag and drop the **Menu** block onto the appropriate position on the callflow.
2. Click the **Menu** block to open its properties.
3. In the **Prompts** tab, update the prompts for **Initial**, **Retry**, **Timeout**, and **Help**. As with **Message** blocks, the prompts can contain references to variables.
4. In the **Menu Options** tab, set the following options:

- **Add Yes/No Answers**

Select this option to add **Yes** and **No** menu options to your callflow. If you select this option and click **Update**, **Yes** and **No** paths are automatically added from this **Menu** block. You can drag and drop these **Yes** and **No** paths onto blocks (either in the toolbox or in the callflow diagram) to which you want them to route.

Important

If you click **Update** to activate this option and then later decide to remove the **Yes** and **No** answers from your callflow, you must drag and drop them onto the Recycle Bin. You cannot de-select the **Add Yes/No Answers** option after it is activated.

- **Store Answer as a Variable**

Select this option to store the caller's answer as a variable so it can be played back in later prompts or passed to web services. To set up the variable, enter a name for the new variable and select from these options:

- **Attach it to the Call (CTI)** - If enabled, GAAP attaches the variable to the call for use with other third-party systems. For example, if the call later routes to a contact center, you can set up a strategy so the agent can see the information from this variable before speaking with the caller.
- **Remember it When Calling From the Same Number** - If enabled, GAAP stores the variable against the calling number in the database. Therefore, any subsequent calls made from that number will already have the information stored against it. If you select this option, callers receive the ability to *Skip This Question Next Time*, so they are not asked this menu option again if they happen to call back. For example, if you asked the caller if he or she is an existing customer, and the response is "yes," the caller is not asked this question again in subsequent calls.

5. Click **Update**.
6. In the callflow, attach appropriate blocks to the **Menu** block to represent the menu options available.

Important

- Attaching data to calls consumes system resources, so use this option sparingly.
- Consider the privacy implications when using the **Remember it When Calling From the Same Number** option. GAAP can recognize some shared numbers, but not all. In these cases, it might be unwise to attach sensitive information, such as account numbers.
- While the CLI helps to indicate the identity of a caller, Genesys recommends you confirm the caller's identity before authorizing account changes.