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Genesys Intelligent Automation Reference Guide

Applying CSS to WebIVR MicroApps

4/21/2025

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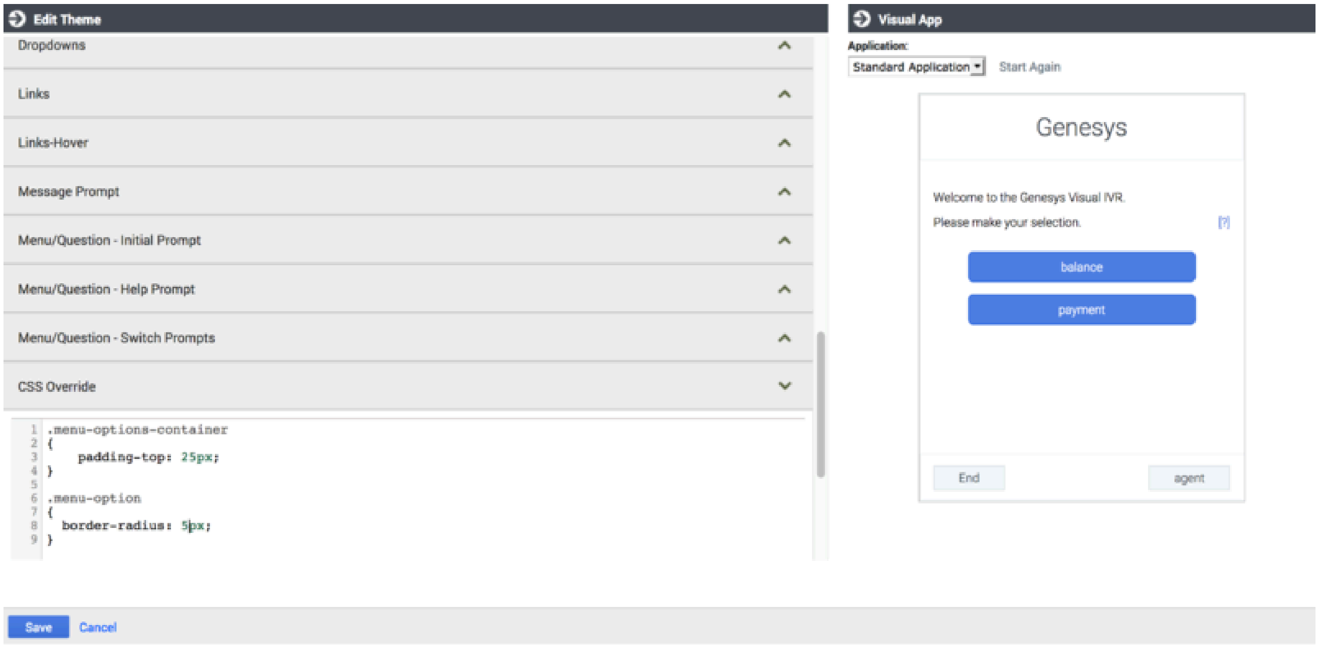
Applying CSS to WebIVR MicroApps

This page describes the CSS classes that are rendered into HTML at runtime for WebIVR MicroApps.

Genesys Intelligent Automation provides a user-friendly interface for designing visual themes for MicroApps (refer to the Help for more information). However, the information on this page allows web designers to directly configure CSS for MicroApps using the **CSS Override** section in the **Personas > Themes** view.



```
.menu-options-container
{
    padding-top: 25px;
}

.menu-option
{
  border-radius: 5px;
}
```

Welcome to the Genesys Visual IVR.

Please make your selection.

> **Important**
>
> The examples on this page might contain various HTML and scripting code. You can ignore these elements and focus only on the elements related to CSS styling.

Overview

Body

The MicroApp body uses the class **body**.

```
<body class="body">
```

Title bar

The MicroApp title bar uses a div element and an h1 element. The div element uses the class **title-bar** and the h1 element uses the class **title-bar-text**.

```
<div class="title-bar">
<h1 class="title-bar-text" id="title-bar-text">Title</h1>
</div>
```

Central area

The central area of the MicroApp renders into the body and uses three div elements, with the classes being **outer**, **middle**, and **blocks-container** (from outermost to innermost).

```
<div class="outer">
<div class="middle">
 <div class="blocks-container" id="blocks-container">
...
</div>
</div>
</div>
```

Footer

The MicroApp footer uses the class **footer**. GAAP uses footers to hold buttons related to dialog defaults, as well as the **End** button (the **End** button is always present to allow the caller to end the session, as closing the window does not end the session on iOS Safari). Defaults such as **Agent** also render in the footer.

MicroApps render buttons as anchor elements with the **default-menu-option** class. The global menu option has the **menu_option_agent** class (the name of the global option is appended). Consequently, you can individually style added options.

The footer is divided into two other div elements (with classes **close-footer-button-container** and **footer-buttons**) to separate the **End** button and the other menu options.

```
<div class="footer">
<div class="close-footer-button-container">
<a class="default-menu-option" id="close-window-button">End</a>
</div>
<div class="footer-buttons" id="footer-buttons">
<a class="default-menu-option menu_option_agent">Agent</a>
</div>
</div>
```

Blocks

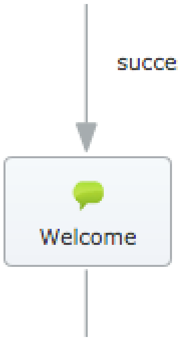
Blocks render inside the div class **blocks-container**.

```
<class="blocks-container" id="blocks-container">
```

As the rendered class is also the name of the block, and thus separate from other elements, you can assign individual styling to each block.

If the block name has spaces, GAAP replaces these spaces with underscores and prepends the word **block**. If the block uses a persona, a **persona** class is also rendered onto the block.

The following example shows a **Message** block with no set persona:



The above example renders the following:

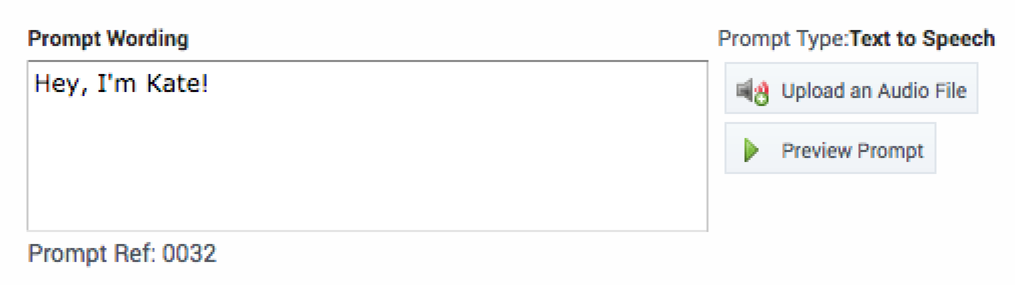
```
<div class="block block_Welcome persona_">
```

Where:

- **block**—specifies this class as a block.
- **block_Welcome**—specifies the block name with **block_** prefix.
- **persona_**—specifies the persona used by the block. In this example, the block uses the default persona and a persona name is not specified.

Prompts

You can use prompts in Message, Menu, Question, and **Recording** blocks. Prompts render inside div elements that identify the block to which they belong. You can insert prompts by using their reference number. For example, the prompt below uses reference **0032**.



Prompt Wording

Hey, I'm Kate!

Prompt Ref: 0032

Prompt Type:**Text to Speech**

This renders as:

```
<div class="prompt-0032">
Hey, I'm Kate!
</div>
```

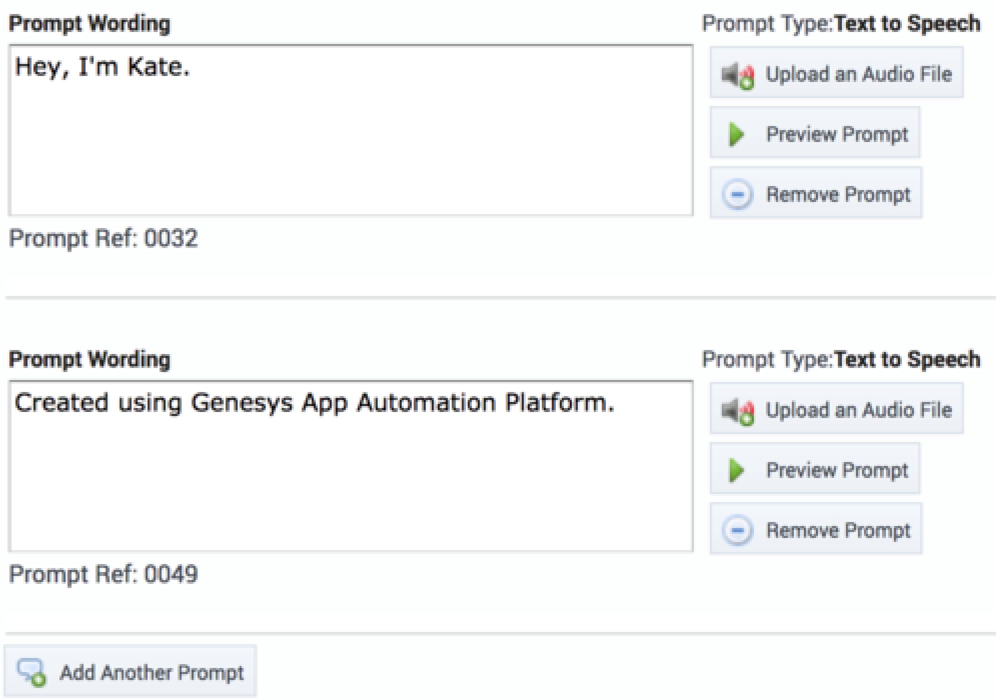
The following section describes prompt use by block type.

Message blocks

Message blocks output a prompt to the IVR or, in this case, text to a MicroApp. GAAP renders them in a div with classes **indent-right** and **message-prompt**. Inside another div, **Message** blocks render with a class that is individual to the prompt by using the prompt reference, as noted above in the Prompts section.

```
<div class="indent-right message-prompt">
<div class="prompt-0032">
Hey, I'm Kate!
</div>
</div>
```

Blocks can contain multiple prompts, with each prompt referring to the prompt reference number, as shown in the following example:



Hey, I'm Kate.

Prompt Ref: 0032

Created using Genesys App Automation Platform.

Prompt Ref: 0049

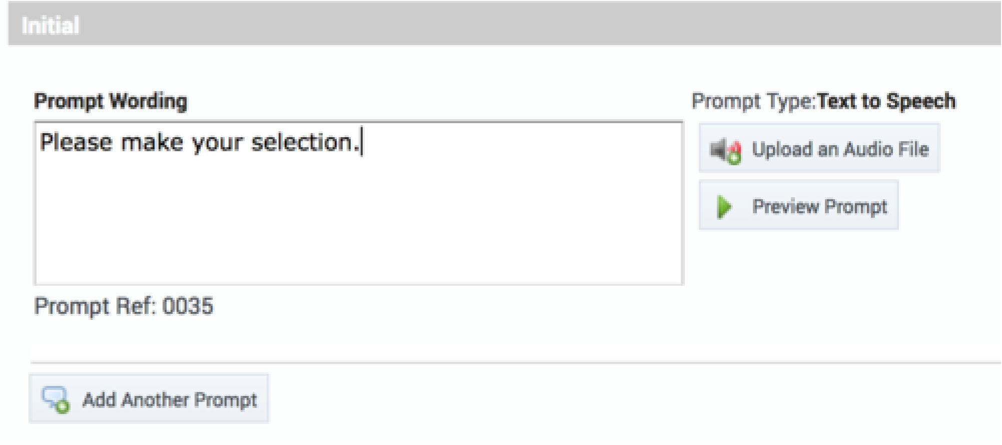
The example above renders as:

```
<div class="indent-right message-prompt">
<div class="prompt-0032">
Hey, I'm Kate!
</div>
<div class="prompt-0049">
Created using Genesys App Automation Platform.
</div>
</div>
```

Menu and Question blocks

You can group prompts in these blocks into a div element with class **menu-prompts-container**.

Initial prompt



Prompt Wording

Please make your selection.

Prompt Type:**Text to Speech**

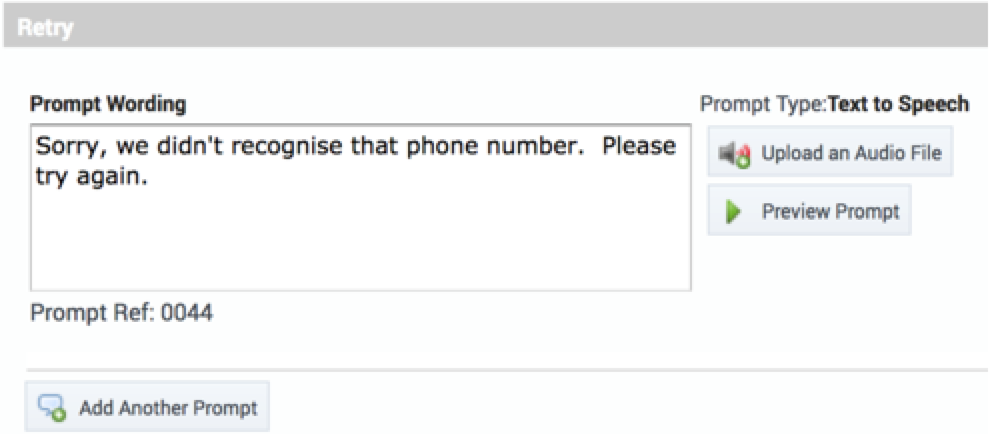
Prompt Ref: 0035

The above graphic shows text in the Initial prompt section. Consequently, this renders an outer div with class **menu-initial-prompt** and an inner div.

```
<div class="menu-initial-prompt" id="initialPromptDiv">
<div class="prompt-0035">
Please make your selection.
</div>
</div>
```

Retry prompt

If the user fails validation on a **Question** block (such as by entering an invalid phone number), the Retry prompt displays below the input area, with the class **validation-message**. The input field also has the class **validationErrorFrame** to highlight the area.



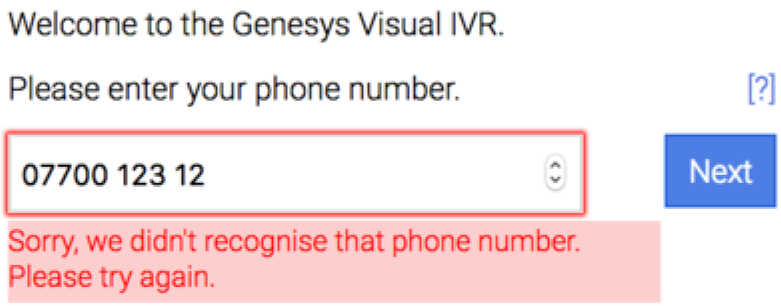
Prompt Wording

Sorry, we didn't recognise that phone number. Please try again.

Prompt Type:**Text to Speech**

Prompt Ref: 0044

The graphic below shows how this prompt appears in the MicroApp:


Welcome to the Genesys Visual IVR.

Please enter your phone number.

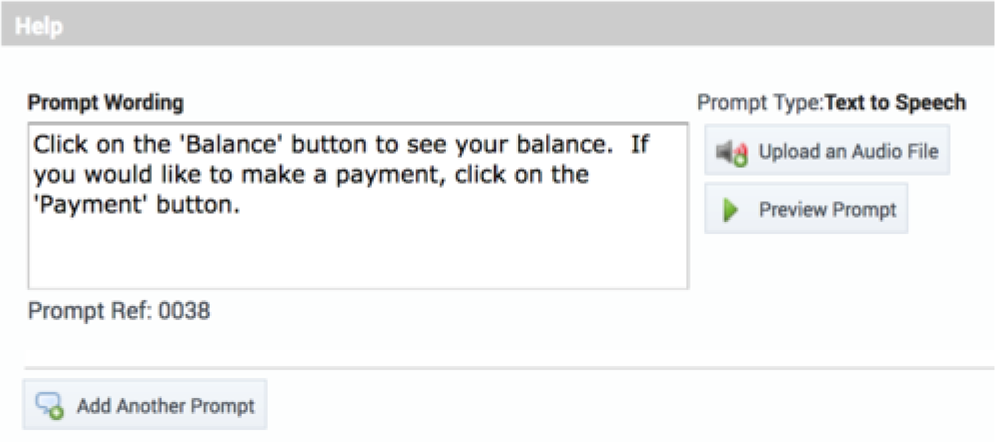
Sorry, we didn't recognise that phone number.
Please try again.

Intelligent Automation renders this as a span element inside the **question-input-container** class, below the input field.

```
<span class="validation-message">Sorry, we didn't recognize that phone number.  Please try
again.</span>
```

Help prompt

The Help prompt is initially hidden in the MicroApp—it displays only if the user clicks the **?** link rendered beside the Initial prompt.



Click on the 'Balance' button to see your balance. If you would like to make a payment, click on the 'Payment' button.

Prompt Ref: 0038

When the user clicks **?**, the following outer div with class **menu-help-prompt** displays, and the original prompt is hidden until **?** is clicked again.

```
<div class="menu-help-prompt" id="helpPromptDiv">
<div class="prompt-0038">
Click 'Balance' to see your balance.  If you would like to make a payment, click 'Payment'.
</div>
</div>
```

The question mark rendered with the class **switch-prompts**:

```
<a class="switch-prompts">[?]</a>
```

The render for the prompts thus far is:

```
<div class="menu-prompts-container">
```

```
<div class="menu-initial-prompt" id="initialPromptDiv">
<div class="prompt-0035">
Please make your selection.
</div>
</div>
<div class="menu-help-prompt” id="helpPromptDiv">
<div class="prompt-0038">
Click 'Balance' to see your balance.  If you would like to make a payment, click 'Payment'.
</div>
</div>
<a class="switch-prompts">[?]</a>
</div>
```

Buttons

If the menu uses buttons, each menu choice renders as an input element. Intelligent Automation assigns the **menu-option** class to each choice, and then appends an individual class with the name of the option, such as **menu_option_<choice here>**.

```
<input class="menu-option menu_option_balance" value="balance" type="submit">
<input class="menu-option menu_option_payment" value="payment" type="submit">
```

Choices in Question blocks

The following sections describe the different grammar types and how they dictate the HTML and associated CSS classes rendered. Each choice selection has an associated **Confirm** button rendered with the **submit-button** class.

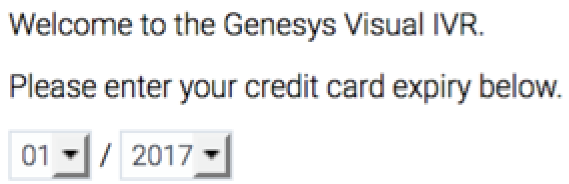
```
<input class="submit-button" type="submit" value="Next">
```

Credit Card Expiry

Use the ID selector as shown below.

```
<select id="CreditCardExpiryMonths">
<option value="01">01</option>
<option value="02">02</option>
<option value="03">03</option>
…
<option value="10">10</option>
<option value="11">11</option>
<option value="12">12</option>
</select>
/
<select id="CreditCardExpiryYears">
<option value="2020">2020</option>
<option value="2019">2019</option>
<option value="2018">2018</option>
<option value="2017" selected="">2017</option>
<option value="2016">2016</option>
<option value="2015">2015</option>
<option value="2014">2014</option>
</select>
```

The preceding code renders as:



Welcome to the Genesys Visual IVR.

Please enter your credit card expiry below.

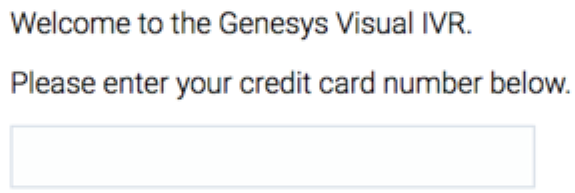
01 / 2017

Credit card number

Credit card numbers use an input box with the class **question-input-field**.

```
<input class="question-input-field"="text">
```

The preceding code renders as:


Welcome to the Genesys Visual IVR.

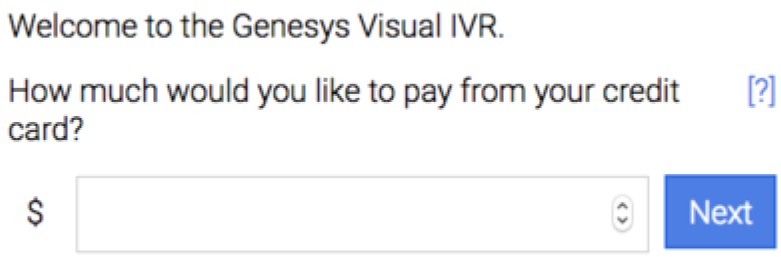
Please enter your credit card number below.

Currency

Currency grammars use a label and an input field with the classes **currency-symbol-indent** and **question-input-field**, respectively.

```
<label class="currency-symbol-indent"> € </label>
<input class="question-input-field" type="number">
```

The preceding code renders as:


Welcome to the Genesys Visual IVR.

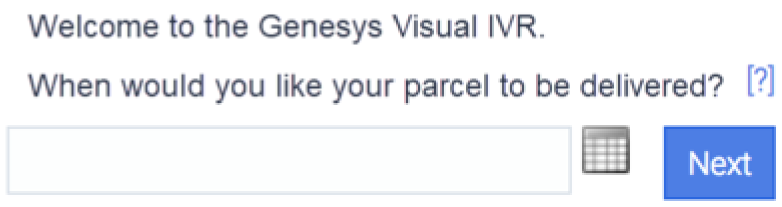
How much would you like to pay from your credit card?

Date

Date grammars render two components. First, it renders an input field that holds the date, which is styled with the **question-input-field** class. An icon is placed alongside the input field, which opens the date-picker when clicked. This link uses the **date-picker-control** class.

```
<input class="question-input-field" id="Date" name="Date" type="text">
<a class="date-picker-control" title="Show Calendar" id="fd-but-Date">
<span class="fd-screen-reader">Show Calendar</span>
</a>
```

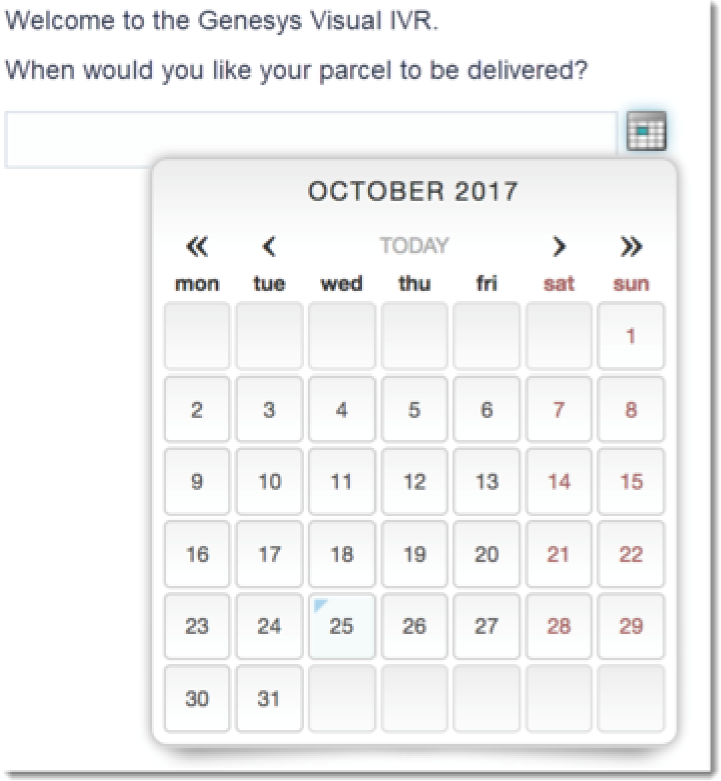
The preceding code renders as:



Welcome to the Genesys Visual IVR.

When would you like your parcel to be delivered?

When the user clicks the icon, the date-picker opens.



Welcome to the Genesys Visual IVR.

When would you like your parcel to be delivered?

OCTOBER 2017

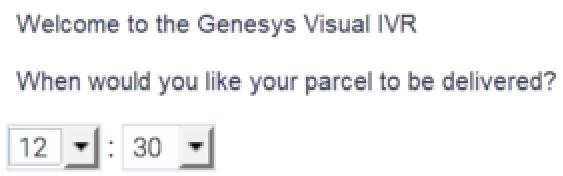
mon	tue	wed	thu	fri	sat	sun
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

Time

The time input renders as drop-down menus—one for hours and one for minutes. Each uses an ID selector.

```
<select id="TimeHours">
<option value="00">00</option>
<option value="01">01</option>
<option value="02">02</option>
<option value="03">03</option>
…
<option value="21">21</option>
<option value="22">22</option>
<option value="23">23</option>
</select>
:
<select id="TimeMinutes">
<option value="00">00</option>
<option value="01">01</option>
<option value="02">02</option>
…
<option value="57">57</option>
<option value="58">58</option>
<option value="59">59</option>
</select>
```

The preceding code renders as:



Welcome to the Genesys Visual IVR

When would you like your parcel to be delivered?

Natural numbers

Natural numbers use a standard field with the **question-input-field** class.

```
<input class="question-input-field" type="number">
```

Telephone

Telephone numbers use a standard field with the **question-input-field** class.

```
<input class="question-input-field" type="tel">
```

Grammar Builder

Grammar Builder uses a standard field with the **question-input-field** class.

```
<input class="question-input-field" type="text">
```

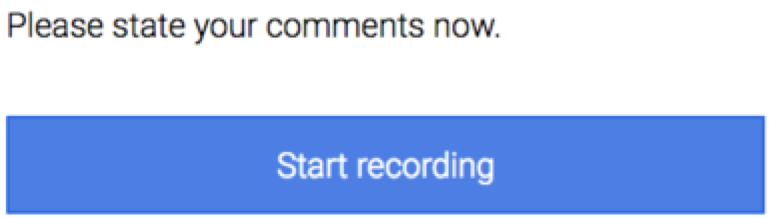
Recording blocks

The **Recording** block requests permission from users to use their microphone to capture an audio recording. It displays buttons to start and stop the recording, which use the **recording-button-wrapper** class. After recording, the user clicks the **Next** button, which uses the **recording-done-button-wrapper** class. These elements are wrapped inside a form that can be styled using the ID selector **recordingform**. Above these controls is a prompt for indicating to users that they can make a recording, using the standard prompt CSS format mentioned earlier on this page.

```
<div class="prompt-0047">
Please state your comments now.
</div>

<form id="recordingform">
<div class="recording-button-wrapper">
<input class="recording-button" type="submit" value="Start recording">
</div>
<div class="recording-done-button-wrapper">
<input class="submit-button" type="submit" value="Next">
</div>
</form>
</div>
```

The preceding code renders as:

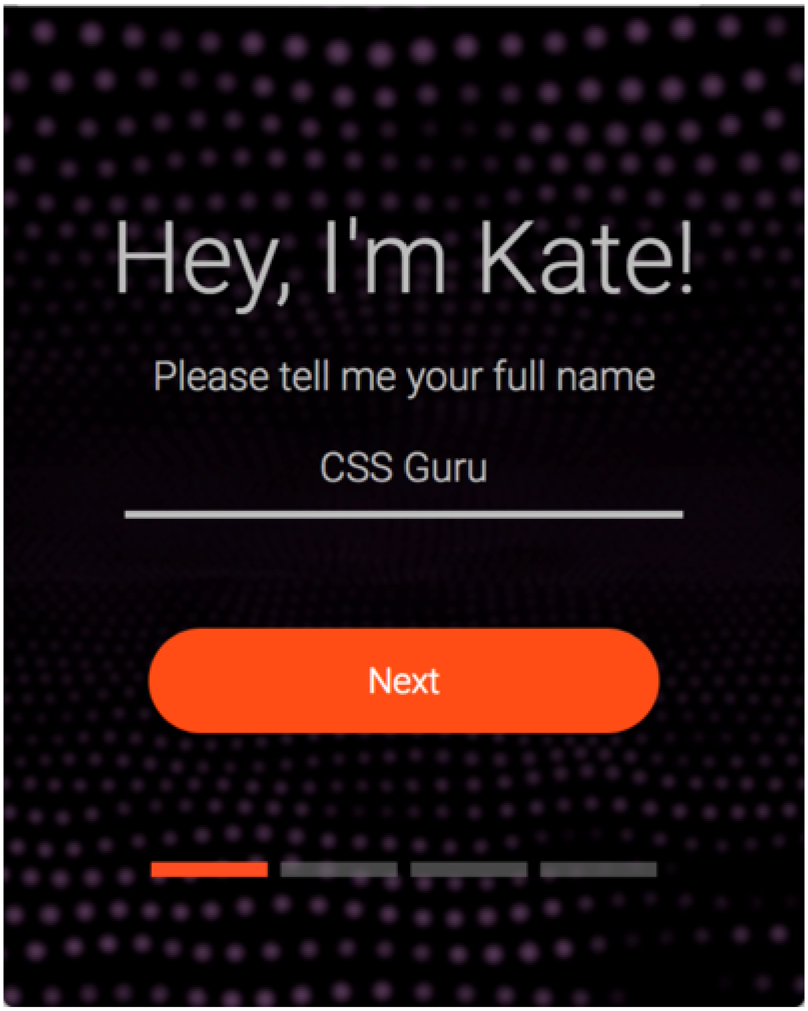


Please state your comments now.

Styling Tips

This section provides basic tips for styling MicroApps.

- Make full use of the space available, while taking into consideration the various screen formats that you need to support. For example, are you targeting phones only, or also desktops? Use media queries for responsive design to ensure your MicroApp looks good regardless of device.
- The example below uses a large button and simple messaging to make the goal obvious to the user. It also uses a background image for depth. It maintains a consistent style and font, and elements are centered.

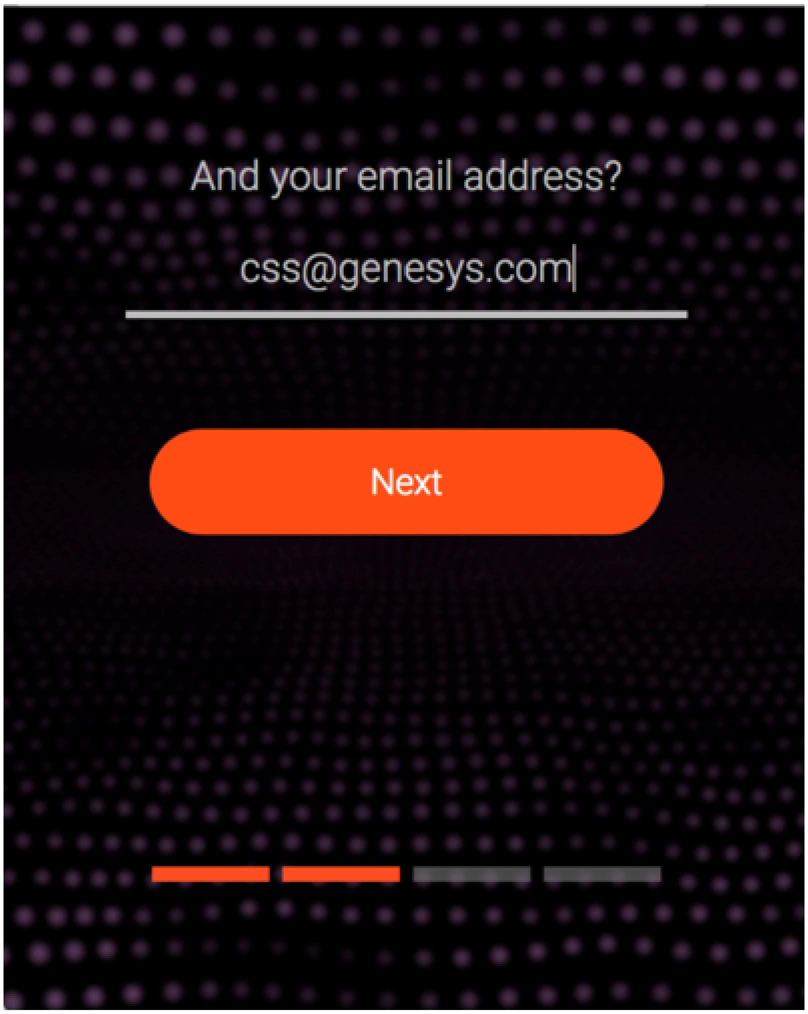


Hey, I'm Kate!

Please tell me your full name

CSS Guru

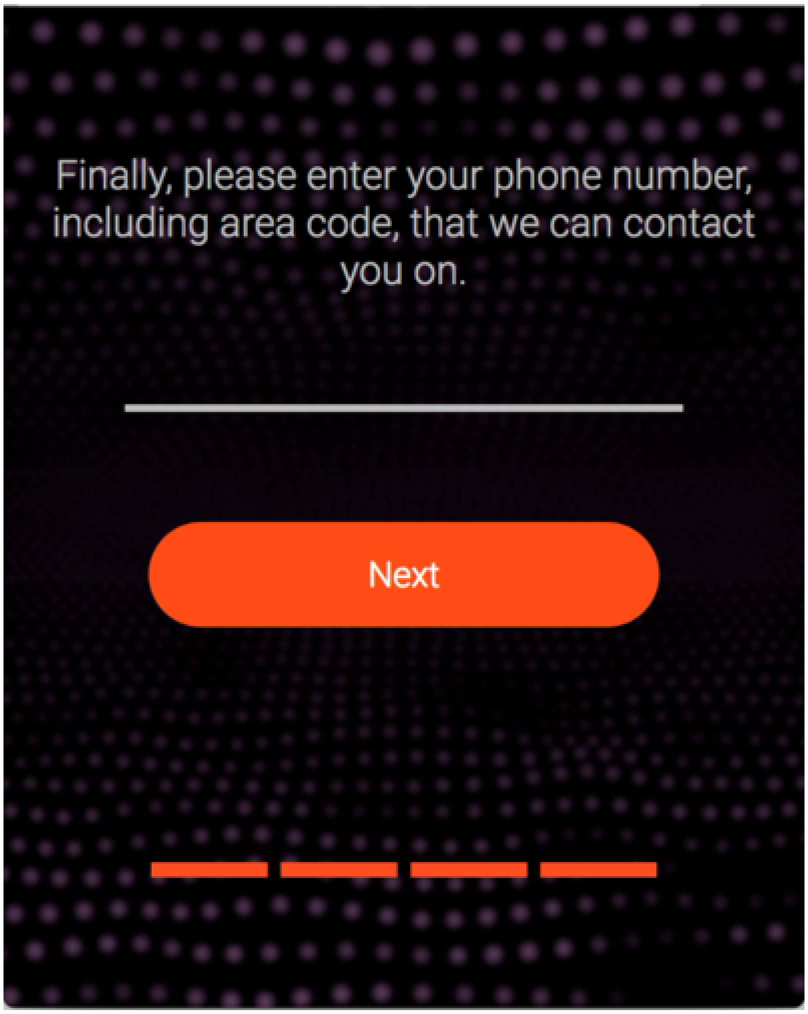
- You can use blocks and prompts in inventive ways. In the preceding and following graphics, you can see a progress bar appears beneath the button to guide the user through the MicroApp. You can use this approach by applying an image to a block that is only present at a certain step along the user journey.



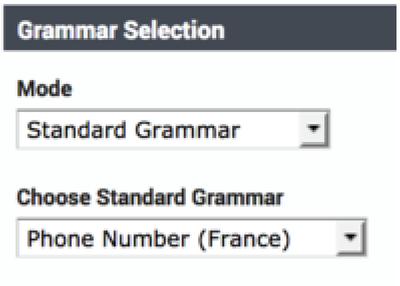
And your email address?

css@genesys.com

- The example above requests an email address. This uses Grammar Builder, which renders an input box for user entry. It is styled through CSS to give a simple underline, but it also uses Grammar Builder to supply regular expressions to ensure only valid email addresses are supplied. Regular expressions can validate a wide variety of user inputs.
- Drop-down options can use CSS to provide clean styling that matches the rest of the design. You can provide additional icons, or apply base64 encoding in the CSS.
- You can use regular expressions to validate user input, or you can use one of the validators that come with GAAP.



Finally, please enter your phone number, including area code, that we can contact you on.



Grammar Selection

Mode
Standard Grammar

Choose Standard Grammar
Phone Number (France)

Selector reference

This section lists the various elements you can call in your MicroApp.

Selector	Use
block	Assigned to the div that holds the content of the

Selector	Use
	block.
block_<block-name>	Assigned to the same element as **block**, but allows tweaking of the style on a block-by-block basis.
blocks-container	Assigned to the div that holds all blocks. More than one block can be rendered inside a **blocks-container**, such as two **Message** blocks followed by a **Question** block.
body	Assigned to the body element for the entire window.
close-footer-button-container	Assigned to the div inside the footer that contains the **End** button. This button ends the session.
currency-symbol-indent	Assigned to the label that holds the currency symbol if a **Question** block requests monetary input.
date-picker-control	Assigned to the anchor tag that holds the date icon, which the user clicks to open the date-picker window.
default-menu-option	Assigned to all buttons that appear in the footer.
footer	Assigned to the div that contains all footer elements. This element is the parent of **close-footer-button-container** and **footer-buttons**.
footer-buttons	Assigned to the div that holds all buttons for default options. For example, if a general **Agent** global menu is set, it appears as a div inside this element (though it is assigned **menu_option_<option-name>**).
indent-right	Frequently used on container div elements to keep the content separated from the left border of the window.
message-prompt	Assigned to div elements that house prompts used for **Message** blocks.
menu-help-prompt	Assigned to the div that contains the **Menu** or **Question** block Help prompt.
menu-initial-prompt	Assigned to the div that contains the **Menu** or **Question** block Initial prompt.
menu-retry-prompt	Assigned to the div that contains the **Menu** or **Question** block Retry prompt.
menu-option	Assigned to all menu option div elements.
menu_option_<menu-choice>	Assigned to all menu options, but with the option appended to the end, thus allowing control over the styling of specific options.
menu-options-container	Assigned to the div that surrounds all menu options.
menu-prompts-container	Assigned to the div that surrounds all **Menu** or **Question** block prompts.
middle	Assigned to the div that allows some control over

Selector	Use
	the central elements.
outer	Assigned to the div that allows some control over the central elements. Encompasses the **middle** element.
persona_<persona-name>	Additional class assigned to indicate the persona. If the default persona is active, no content appears after the underscore character. This allows styling control at a persona level. For example, **persona_** is assigned on blocks that have no explicit persona set (the default). However, you might assign **persona_italy** if an Italian persona has been created and made active.
prompt-<prompt-ref>	Assigned to all div elements that contain prompts. This allows individual styling on a prompt-by-prompt basis.
question-input-container	Assigned to the div that contains all **Question** block elements, regardless of the input type (example: date, credit card, currency, and so on).
question-input-field	Assigned to the div that is used for general input (example: natural numbers, phone number, and so on). Note: Server-side validation still occurs based on the grammar type. Failed validation results in hiding the Initial prompt and showing the Retry prompt.
recording-button	Assigned to the div that controls recording.
recording-done-button-wrapper	Assigned to the div that wraps both the recording functionality, as well as the **Next** button.
submit-button	Assigned to any div that is acting as a form of **submit** type. Can be used to proceed on **Menu** block options whereby the number of items is beyond the value configured for button rendering, or for **Question** and **Recording** blocks.
switch-prompts	Assigned to the anchor element that allows switching between Initial and Help prompts.
title-bar	Assigned to the div that holds the title bar area.
title-bar-text	Assigned to the div that holds the text for the title bar.
validationErrorFrame	Applied to the div on which the input failed.
validation-message	Applied to a span element that is added if validation failed.