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Designer User's Guide

Activity Block

Contents

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- Administrator

Add this block to the Self Service or Assisted Service phase of an application when you want to start or stop activity in a report.

Related documentation:

-

Do not use **Activity** blocks for modules, as Designer reports module activity automatically. If you like, you can also nest activities to provide additional details.

Important

VAR action IDs are stripped of spaces and pipe characters (|). This includes implicit actions that are generated when a caller enters a shared module.

Start tab

Click **Start** to indicate this block is the start of the activity.

Enter the name of the activity (IVR Action) in the **Activity** field. Optionally, you can select a parent activity by clicking the **Parent Activity** drop-down menu.

Click **Add Pair** to include data, values, or variables to store in the metric data of the activity.

Application Flow Undo Redo

Service - Previous Menu

- Main - nearest supercharger st... ^
- Activity - lookup started**
- User Input - collect zip code
- HTTP REST - lookup nearest ...
- Play back station location
- Activity - Lookup done
- Terminate Call

Assisted Service ^

Properties - Activity - lookup started

This block is used to start or stop an activity in report.

Start Stop

Activity
SuperCharger Lookup

Parent Activity
-- choose a parent activity --

+ Add Pair

Key	Variable?	Value	Actions
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Stop Tab

Click **Stop** to indicate this block is the end of the activity.

Enter information in the following fields: **Call Result**, **Call Result Reason**, and **Call Result Notes**.

Next, click **Add Pair** to include data, values, or variables to store in the metric data of the activity.

Application Flow Undo Redo

Main - nearest supercharger st... ^

- Activity - lookup started
- User Input - collect zip code
- HTTP REST - lookup nearest ...
- Play back station location
- Activity - Lookup done**
- Terminate Call

Assisted Service ^

- Call Data
- Segmentation - decide how to rou... ^
- Sales Call ^
- Route Call - Sales group
- Battery help ^

Properties - Activity - Lookup done

This block is used to start or stop an activity in report.

Start Stop

Activity
SuperCharger Lookup

Call Result
UNKNOWN

Call Result Reason

Call Result Notes

+ Add Pair

Key	Variable?	Value	Actions
varCallerZipCode	<input checked="" type="checkbox"/>	varCallerZipCode	