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# Designer User's Guide

Activity Block

7/26/2024

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## Contents

- [1 Start tab](#)
- [2 Stop Tab](#)



- 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:

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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	