

GENESYS

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Designer User's Guide

Activity Block

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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.

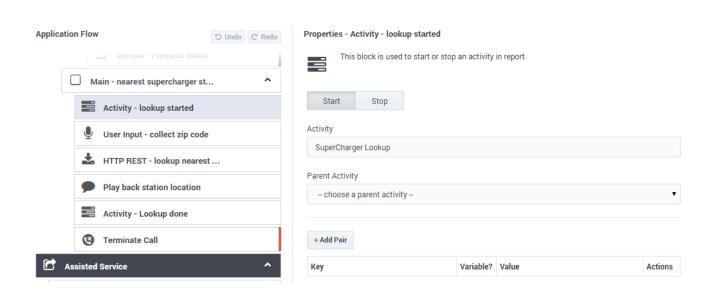
Start tab

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.

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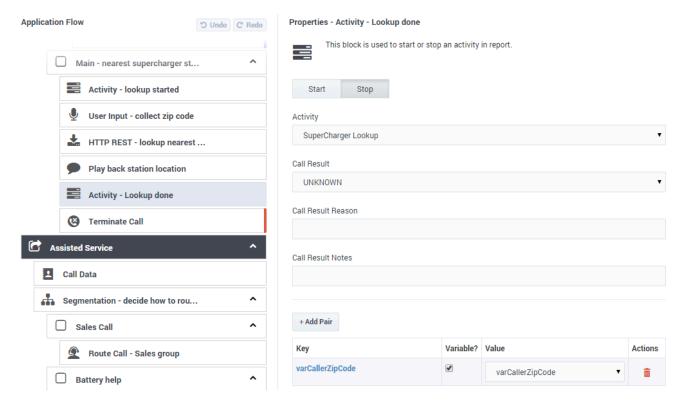


Stop Tab

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.



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