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Designer User's Guide

Activity Block

Contents

- 1 Start tab
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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

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

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

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	