Designer User's Guide

Application Settings

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Learn how to configure the settings for your application.

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Managing the application settings

When an application is open for editing, you can click ⚙ **Settings** to view and manage the settings for that application.

General

- **Application Reporting Title** - Specify the name to use for the application in reporting.

- **Application Version** - Specify a version number for this application.

- **Stage** - Select an application stage. If resource caching is enabled, the application stage also manages how often cached resources are checked for updates. By default, applications are in the **Live** stage.

Media

Use this tab to specify the media settings for the application.

Media Resource Collection

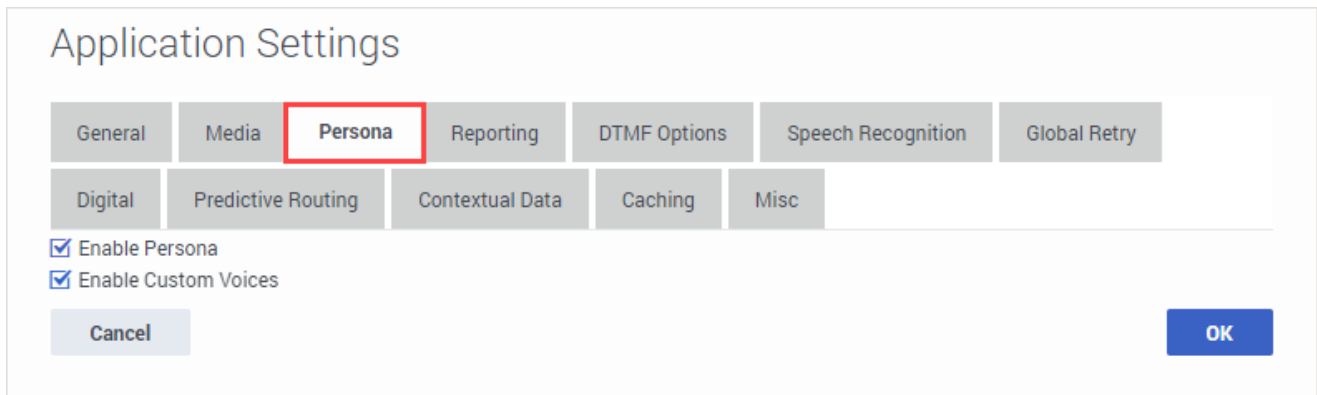Select the Media Collection that this application will use. See the Media Resources page for more information.

External Resources

Fetch Timeout—If you want to override the default fetch timeout for external audio resources (500ms), enter a new value (in milliseconds) here.

This option is applicable to **Default** application types only.

Persona

Use this tab to manage the Personas settings for the application.

- Select **Enable Persona** to enable the use of personas in the application.
- Select **Enable Custom Voices** if you are using a Google Text-to-Speech (TTS) custom voice.

If the application uses a Google TTS voice (regular or custom) for a persona and invokes a Google Dialogflow CX voice bot, the same voice is used by the bot when rendering next turn audio.

For more information, see the Personas page.

Messaging

- This setting is only available for **Digital** type applications.
- **Digital Resource Collection** - Select the Digital Resource collection that this application will use. See the Digital Resources page for more information.

Reporting

- **Milestone Path Prefix** - Specify a prefix to use with this application's milestone paths.

DTMF Options

This tab enables you to set global DTMF commands for your application. These DTMF keys can be used at any time within the application to trigger a specified action.

A common use case for this feature is a global command for the DTMF key **0** that routes the caller directly to an agent. In this example, you can set **0** as a global DTMF command that routes directly to the **Assisted Service** phase. In your application, you can add a Play Message block to announce that callers can press **0** at any time to speak to an agent.

Selecting **Enable Global Commands** enables global DTMF commands for the application.

To set a global DTMF command, select the drop-down menu beside the corresponding DTMF key that you want to use. In the drop-down menu, select a target block or phase for the DTMF key. Click **OK** when you are done setting global DTMF commands.

Global DTMF commands can target the **Self Service**, **Assisted Service**, or **Finalize** phase, or any block within the **Self Service** phase.

> ### Important
>
> - If the same DTMF key is also used by a block within your application, Designer first processes the command in the block.
> - You can also use global DTMF commands with **Self Service** type shared modules.

Speech Recognition

Configure settings for speech recognition (ASR). See the User Input block page for more information.

Global Retry

This tab lets you specify a global retry prompt to play if a customer provides input that is not recognized. When **Allow Retries** is enabled, you can specify the **No Input** and **No Match** settings.

These settings are described in more detail in the section below.

Number of No Input retries allowed

Select the number of retries to allow for customers who do not provide any input. For each retry, you can specify whether a prompt is played by clicking the corresponding section beneath this field. For example, if you allow two no-input retries and you want to play a prompt after the first retry, select the **No Input #1** line and add a prompt. Enable the **Play original menu prompt after this retry prompt** check box to repeat the menu prompts for the caller.

Number of No Match retries allowed

Select the number of retries to allow for customers who do not provide a match for a **Menu Block**. For each retry, you can specify whether a prompt is played by clicking the corresponding section beneath this field. For example, if you allow two no-input retries and you want to play a prompt after the first retry, select the **No Match #1** line and add a prompt. Enable the **Play original menu prompt after this retry prompt** check box to repeat the menu prompts for the caller.

After Final No Input

Add the prompt to play after the maximum number of permitted **No Input** retries is reached. If this block is in the Self Service phase, you can also specify a target destination for the application to jump to, such as another block in the Self Service phase or to the Assisted Service or Finalize phase of the application.

After Final No Match

Add the prompt to play after the maximum number of permitted **No Match** retries is reached. If this block is in the Self Service phase, you can also specify a target destination for the application to jump to, such as another block in the Self Service phase or to the Assisted Service or Finalize phase of the application.

Digital

The **Digital** tab of the application settings allows you to enable omni-channel support for Default applications. When enabled, it allows your application to handle both voice and chat interactions.

You can also specify additional options for what Designer should do in certain scenarios, such as when the customer disconnects from the session.

These options are described in more detail in the section below.

Enable omni-channel support for Default applications

If your application is a Default type, enabling this option allows the application to handle both voice and chat interactions. For example, during chat sessions, the application displays voice prompts and menu options as chat messages.

Once enabled, the following additional options are available:

Designer Application party name

You can (optionally) enter a name for the application to use as the chat participant. This is the name that customers will see displayed in the chat widget when they join the chat session. If you don't specify a party name, Designer uses the **Application Reporting Title** as specified in the General settings.

Continue processing when the customer disconnects

This option is enabled by default for digital interactions but does not apply to voice interactions. Keep this option enabled if you want Designer to continue processing the application after the customer leaves the chat session. If the customer disconnects, Designer moves on to the next block and continues processing blocks that do not require any interaction or involvement with the customer, such as executing an HTTP request or scripting logic, but skips any blocks that would require the customer to be present (such as sending a message or requesting input).

If you disable this option, Designer immediately terminates the chat session when the customer leaves and jumps directly to the Finalize phase. Note that this can interrupt any on-going processing, including routing.

Terminate the interaction when the customer disconnects

This option is also enabled by default and terminates the interaction when the customer leaves the chat session. If the **Continue processing when the customer disconnects** option is *not* enabled, Designer jumps immediately to the Finalize phase when the customer disconnects from the session.

However, if both this option and the **Continue processing when the customer disconnects** option are enabled, Designer continues processing blocks that do not require any interaction or involvement with the customer, such as executing an HTTP request, while skipping any blocks that would require the customer to be present (such as sending a message or requesting input).

Note that this can create a delay in closing the interaction that can cause Designer to sometimes report the interaction as Abandoned. If you want Designer to terminate the interaction immediately when the customer disconnects, enable this option but make sure that **Continue processing when the customer disconnects** is disabled.

Terminate the interaction when the interaction is stale

This option is enabled by default and terminates the chat interaction if it has gone stale.

> ### Important
> If your application is using the same TTS prompts and messages for both voice and chat channels, any SSML tags being used will be displayed in chats. To prevent this, set the **removeSSMLInChat** system variable to `true`.

Predictive Routing

Select this option to enable support for predictive routing (as required for the Predictive Routing block).

Contextual Data

The **Enable Customer Profile** option tells Designer to retrieve certain details about the customer associated with the incoming interaction (such as their name, phone number, and email address). For voice calls, Designer identifies the caller based on their phone number (ANI). For digital interactions, the contact's email address is used. You can then choose how much interaction history data to query for each customer.

This contextual data can then be used in the application to provide a more personalized experience for the customer—for example, by playing announcements that are specifically designed for them or using the Last Called Agent routing option to direct the customer to the last agent they spoke with.

Designer stores contact details in the **Contact** system variable. For more information, see system variables.

> **Important**
>
> This option must be enabled if you are using the **Last Called Agent** option in the Route agent block.

Interaction history data

When the **Enable Customer Profile** option is enabled, you can choose how much interaction history data to retrieve for the customer. By default, Designer retrieves 30-days of interaction history data, but you can adjust this to 1 hour, 24 hours, or choose to disable the interaction history entirely.

Designer provides the following functions to work with the interaction history data:

- *getInteractionCount()* — returns the number of interactions for the contact.
- *getLastInteractionDetails()* — returns a JSON object that contains details about the last interaction with the contact.

To use the results in an application, you can create user variables in which to store the results for each function and then use an Assign Variables block to assign the function expression to the appropriate variable. For example:

Caching

Resource caching can improve overall system performance, but it can also cause a delay in how long it takes for changes in Designer to take effect (changes to Data Tables and Business Controls take effect immediately).

In most cases, it is best to leave **Use workspace cache settings** selected (it is already selected by default), as each application stage has optimized settings for how often a resource is checked. But you can disable it if you want the application to regularly check the cached resources for updates, and enter your own values for each resource.

The following resources are cached:

- Media Resources
- Speech Grammars

> **Important**
>
> Default values are set by Genesys for optimal performance. Although you can change these values, doing so might negatively impact application performance. Contact your Genesys representative for additional information that might apply to your environment.

Misc

From the **Misc** tab, you can enable the **Parallel Test Environment**, **Tracing**, and **Wait Answering Machine** options.

PTE (Parallel Test Environment)

Enable the **PTE** (Parallel Test Environment) option if you want non-production streams (DEV, QA, UAT)

to use test versions of resources instead of the resources being used in the LIVE production environment.

For more information, see Parallel Test Environment (PTE) on the Application Workflow page.

Tracing

Enabling the **Tracing** option enables additional data to be collected while the application runs, which can later be used for debugging.

> ### Important
> This option should only be enabled when required, as it impacts application performance.

Wait Answering Machine

This option tells Designer to wait for an answering machine beep (i.e. the tone that signals the caller to begin recording their message) during an outbound call. For example, if the customer does not answer the call, the application waits for an answering machine beep before playing a message.

Language

From the **Language** tab, you can select the languages to be used for playing intelligent prompts.

You can select multiple languages, up to a maximum of eight. When playing intelligent prompts, Designer uses the overall language setting in the application (for example, the language specified by the **Language** system variable or a Change Language block) to determine which language to use.

Tip

Genesys recommends reviewing these selections regularly (for example, when publishing the application) and deselecting any languages that are not needed.