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Designer User's Guide

Application Settings

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- Administrator

Learn how to configure the settings for your application.

Related documentation:

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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

- **Media Resource Collection** - Select the Media Collection that this application will use. See the Media 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 following settings:

- **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.

General Media Persona Reporting DTMF Options Speech Recognition **Global Retry**

Digital Predictive Routing Contextual Data Caching Misc

Specify global retry prompt to play if the user's input isn't recognized

Allow Retries

Number of No Input retries allowed 2 ▼

Number of No Match retries allowed 1 ▼

No Input #1

+ Add Prompt

Type	Var?	Value	Play as	Actions
<input checked="" type="checkbox"/> Play the original prompt after the retry prompt				

No Input #2

After Final No Input

No Match #1

After Final No Match

Cancel OK

Digital

Application Settings

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Enable Omni-Channel support for Default applications

Designer Application party name

Bot

Continue processing when the customer disconnects

Terminate the interaction when the customer disconnects

Terminate the interaction when the interaction is stale

Cancel OK

To enable a Default application type for chat interactions, select **Enable omni-channel support for Default applications**. This allows the application to service both voice and chat channels. For example, during chat sessions, the application displays voice prompts as chat messages.

In the **Designer Application party name** field, you can enter a name to use for 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, the **Application Reporting Title** (as specified in the General tab) is used.

Select **Continue processing when the customer disconnects** if you want Designer to continue processing the application after the customer leaves the chat session (this option does not apply to voice interactions). This option is only available for Default application types if omni-channel support is enabled.

Important

If **Continue processing when the customer disconnects** is not enabled, Designer will terminate the chat session when the customer leaves and jump directly to the **Finalize** phase. This can interrupt any ongoing processing, including routing.

Select **Terminate the interaction when the customer disconnects** to terminate the interaction if the customer leaves the chat session.

Select **Terminate the interaction when the interaction is stale** to terminate the interaction if there does not appear to be any activity.

Predictive Routing

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

The screenshot shows the 'Application Settings' dialog box with the 'Predictive Routing' tab selected. The 'Predictive Routing' tab is highlighted with a red border. Below the tabs, the 'Predictive Routing' section is visible, featuring a checked checkbox for 'Enable Predictive Routing'. At the bottom of the dialog, there are 'Cancel' and 'OK' buttons.

Contextual Data

Select **Enable Customer Profile** to allow Designer to retrieve certain details about the customer, such as their name and contact information. When this option is enabled, you can also choose to select the amount of interaction history data that Designer should collect for the customer.

The screenshot shows the 'Contextual Data' tab selected in the 'Application Settings' dialog box. The 'Contextual Data' tab is highlighted. Below the tabs, the 'Customer Profile Data' section is visible, featuring a checked checkbox for 'Enable Customer Profile'. Below this, there is a dropdown menu labeled 'Collect interaction history data for the' with the following options: 'Last 30 days', 'Disabled', 'Last 30 days' (highlighted in blue), 'Last 24 hours', and 'Last 1 hour'. At the bottom right of the dialog, there is an 'OK' button.

Important

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

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.

Application Settings

General	Media	Persona	Reporting	DTMF Options	Speech Recognition	Global Retry
Digital	Predictive Routing	Contextual Data	Caching	Misc		

PTE

Enable

Enables PTE prefix.

Tracing

Enable

Enables additional data collection during application execution that is useful for debugging. This should only be enabled when required, as application performance will be affected.

Wait for Answering machine

Enable

Enables support for Answering Machine Beep detection for outbound calls.

Cancel

OK

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.

The screenshot shows the 'Application Settings' dialog box with the 'Language' tab selected. The 'Language' tab is highlighted with a red border. Below the tabs, there is a section titled 'Select languages used for Intelligent prompts in this application:' with a list of languages and checkboxes. The 'English (United States) (en-US)' checkbox is checked. Below this list is a dropdown menu for 'Select default fallback language:' with 'English (United States) (en-US)' selected. At the bottom, there are 'Cancel' and 'OK' buttons.

Application Settings

General Media Persona Reporting DTMF Options Speech Recognition Global Retry

Digital Contextual Data Caching Misc **Language**

Select languages used for Intelligent prompts in this application:

- English (United States) (en-US)
- English (Australia) (en-AU)
- French (Canadian) (fr-CA)
- Punjabi (India) (pn-IN)
- Chinese (Cantonese) (zh-HK)
- English (United Kingdom) (en-GB)
- Italian (it-IT)
- Spanish (Mexico) (es-MX)

Select default fallback language:

English (United States) (en-US) ▼

Cancel OK

Tip

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