Designer User's Guide

Custom Service Block

1/24/2022

Contents

- 

- Administrator

Use this block to access a custom service that was created for you by Genesys.

Related documentation:

-
-
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You can use the **Custom Service** block to access a custom service that was created by Genesys for your company.

You can provide input to the service. The resulting variable from the block is true if the service request is successful, otherwise the result is false. This result is available for use in later blocks.

Service Details tab

Select the service name and action to use in this **Custom Service** block.

Select **Disable DTMF buffering** if you want to prevent any DTMF inputs made during fetch audio playback from being buffered and carried forward into subsequent User Input or Menu blocks.

If you enable the **Play fetch audio** check box, you can specify an audio resource to play to the caller while the custom service is being fetched.

> **Important**
> Only Announcements containing audio files are supported. TTS audio will not be played.

- Enable the check box beside the **Play fetch audio** check box to specify a variable.
- In the **Play fetch audio minimum for** field, you can enter the minimum length of time to play the audio, even if the custom service has arrived in the meantime.
- In the **Start fetch audio after** field, you can enter a period of time to wait before audio is played.

> **Important**

> In the **Self Service** phase, fetch audio playback stops when the end of the audio file is reached, even if the service request is still in progress. In the **Assisted Service** phase, fetch audio playback loops until the service request times out.

Input Parameters

In the **Input Parameters** tab, specify the input expected by the custom service.

- **Name** - Specify the name of the parameter expected by the custom service.
- **Type** - The type of parameter (variable or literal).
- **Value** - Specify the parameter value to pass to the input.

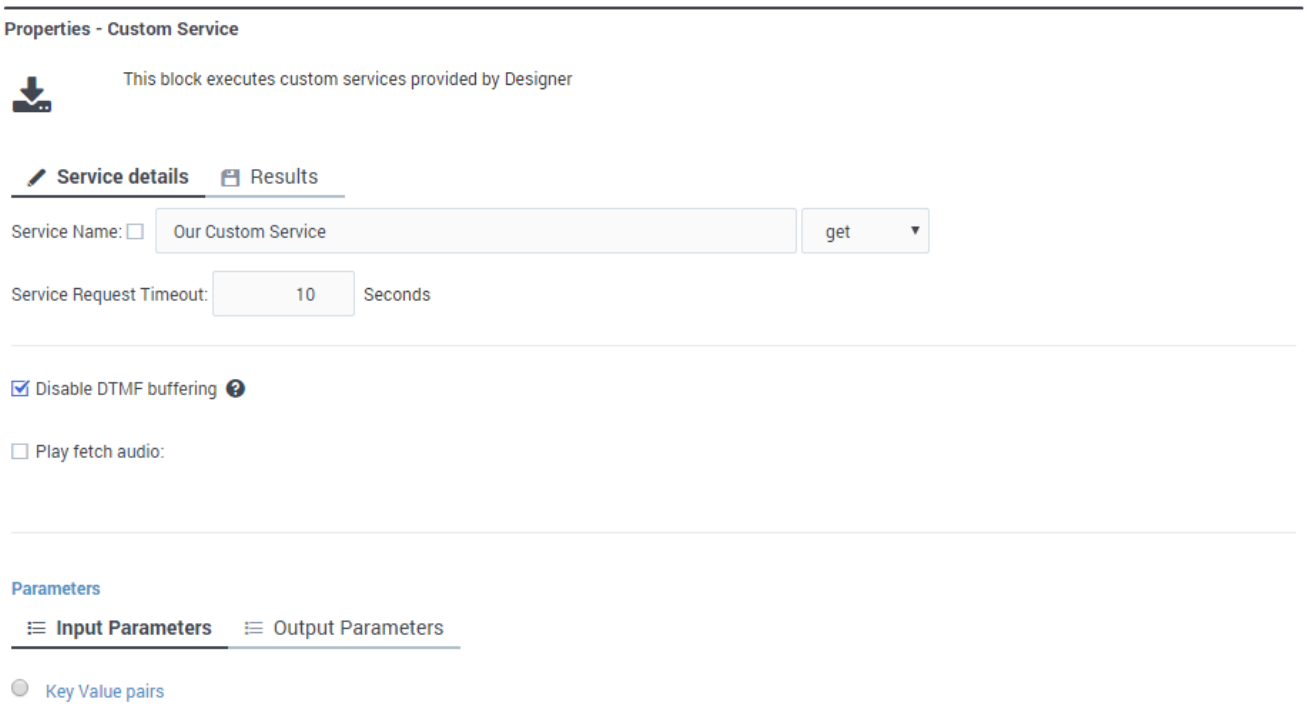
Output Parameters

In the **Output Parameters** tab, specify how and where to store the results of the custom service.

- **Variable Name** - Select the application variable in which to store the data.
- **JSON Expression** - Specify the key in which you expect the result to be in the response object. See the code sample and table below for an example.

```
{
        "thing": {
                "otherthing": "abc"
        },
        "arrayofthings": [
                "thing1", "thing2"
        ]
}
```

JSON Expression	Result
`thing.otherthing`	**abc**
`arrayofthings[1]`	**thing2**



Results tab

Select a variable to store the outcome status (**true** or **false**) of the Custom Service request.

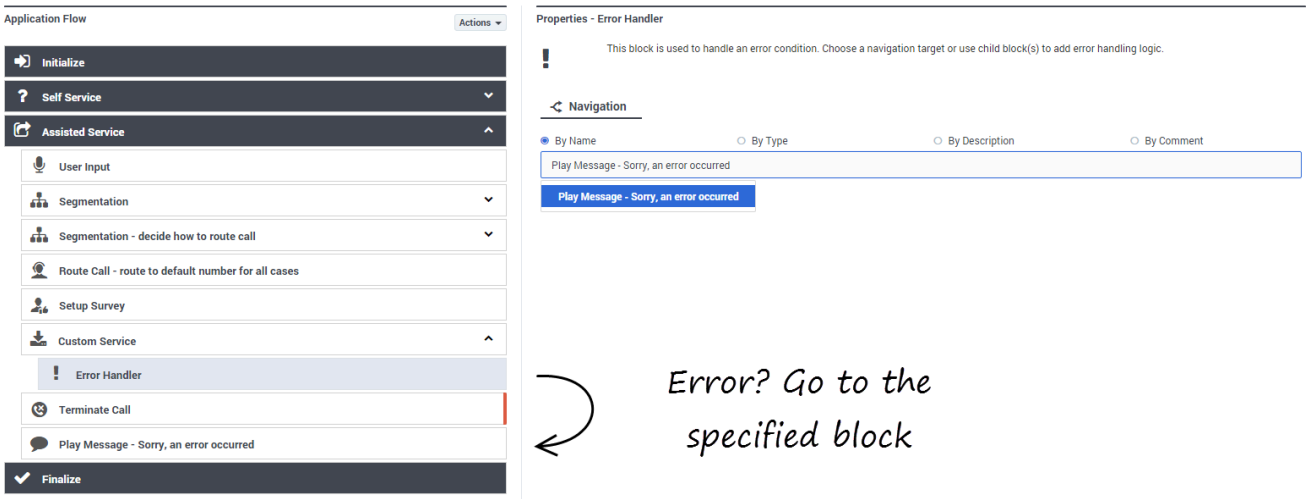
You must also select an action to take if the fetch operation is not successful. You can choose to "Continue with normal processing" or "Execute error handler blocks".

If you select "Execute error handler blocks", an **Error Handler** child block appears under the **Custom Service** block.

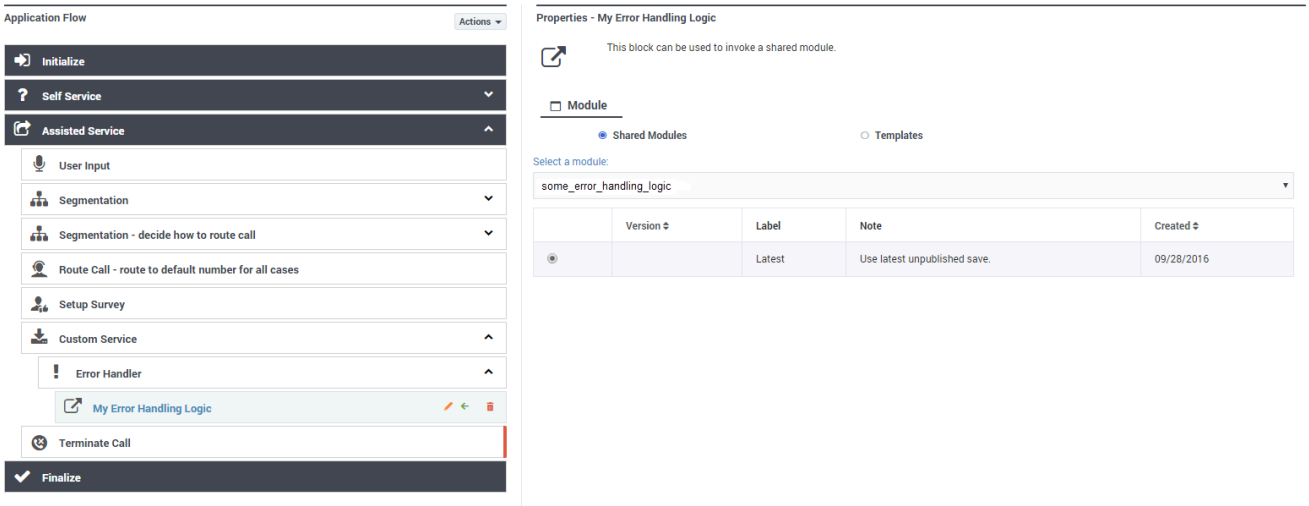
Use the **Error Handler** block to send the application to another target block that you select from the **Navigation** tab, or add child blocks that will perform the actual error handling.

Examples

In this example, the **Navigation** tab is used to specify a target block. If there is an error, the application will go to the **Play Message** block and play an error message:



In this example, a child block is used to invoke a module that will perform the error handling:



Tip

- If you select a target block from the **Navigation** tab, then any child blocks you've added to the **Error Handler** parent block are ignored.
- Standard validation rules still apply — any child blocks that you add to the **Error Handler** block must be valid for the application phase in which they are being used.