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Designer User's Guide

[Quick links](#)



- Administrator

Learn about common tasks for administrators in Designer.

Related documentation:

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- [1 Getting started](#)
- [2 Managing resources](#)
- [3 Building applications](#)
- [4 Reporting and Analytics](#)

Use these topics as a starting point to find the information you need.

Getting started

Learn the basics.

- Getting started with Designer
- Using the Designer user-interface
- Understanding the application workflow
- Designer roles and permissions
- Managing variables

Managing resources

View and manage your application resources.

- Business Controls (Business Hours, Special Days, Emergency Flags, Data Tables)
- Media resources and collections
- Digital messaging resources
- Speech grammars
- Bot Registry

Building applications

Using the various blocks to build applications in Designer.

- Application phases
- Working with blocks

Reporting and Analytics

Designer has an integrated set of dashboards that provide detailed information about your operations.

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- Designer Analytics
 - Managing the dashboards
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