GENESYS™

Designer User's Guide

Quick links

9/11/2025

-

- Administrator

Learn about common tasks for administrators in Designer.

Related documentation:
-

Contents

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.

- Designer Analytics

- Managing the dashboards