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Designer User's Guide

Menu Block

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- Administrator

Use the Menu block to present a list of choices to customers.

Related documentation:

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You can use the **Menu** block only in the **Self Service** phase to present a list of choices to the customer and accept a selection that the customer provides.

You can choose to enable certain DTMF keys and associate specific processing or logical flow with those keys. For each DTMF key that is enabled, a new **Menu Option** block is shown in the **Application Flow**. You can then add new blocks to each of these **Menu Option** blocks.

Warning

The **Menu** block is not supported with **SMS** media.

DTMF Options tab

Select one or more DTMF keys, which enables a **Menu Option** block for each key.

Select **Accept all digits** or **Accept only the digits set in this variable**. Using the variable option allows you to set conditions for enabling or suppressing specific menu options while the application is running.

Use a descriptive **Option Name** to make it is easier to understand the flow.

Optionally, enter a valid speech input for each DTMF key in the **Speech Inputs** field.

Refer to the Menu Option block page for more information on how to configure **Menu Option** blocks.

1

2

3

This block can be used to speak a list of choices to callers and get their selection. Based on this selection, commonly used actions can be defined in Menu option blocks. To start, select the DTMF keys you would like to use.

DTMF Options

Menu Prompts

Retry Prompt

Results

Milestone

Enable menu options for DTMF keys you would like to use.

☒ Accept all digits

☐ Accept only the digits set in this variable:

DTMF Key	Speech Inputs	Enabled	Option Name
1	one	<input checked="" type="checkbox"/>	Menu Option 1
2	two	<input checked="" type="checkbox"/>	Menu Option 2
3	three	<input checked="" type="checkbox"/>	Menu Option 3
4		<input type="checkbox"/>	Menu Option 4
5	Add speech input	<input type="checkbox"/>	Menu Option 5

Menu Prompts tab

Input timeout

Specify the number of seconds that the application should wait before assuming that no voice or chat input was received from the customer.

Disable barge-in

Select this option to prevent customers from interrupting a prompt while it is still playing. For example, you might want a "Welcome" message to play all the way through before they can enter another command and skip to the next menu prompt.

If this option is not selected, barge-in is enabled, and the prompt can be interrupted by the customer.

Important

The selected barge-in setting applies irrespective of whether global DTMF options are used or not.

Click **Add Prompt** to play prompts when the menu starts.

Tip

See the Play Message block page for more information on how to create prompts.

You can also specify prompts to play for each enabled DTMF option. For chat applications, the chat widget displays the **DTMF Key** prompts as *quick reply* buttons. The customer can then select one of the quick replies instead of manually typing a response.

Properties - Menu Main



This block can be used to speak a list of choices to callers and get their selection. Based on this selection, commonly used actions can be defined in Menu option blocks. To start, select the DTMF keys you would like to use.

DTMF Options **Menu Prompts** Retry Prompt Message Settings Results Milestone

Input timeout

Wait for s before assuming that no voice input was received.

Wait for s before assuming that no chat input was received.

Specify prompts to play to offer menu selection

☐ Disable barge-in

+ Add Prompt

Type	Var?	Value	Play as	Actions
TTS	<input type="checkbox"/>	Please choose from one of the following menu options	text	
TTS	<input type="checkbox"/>	Press 1 for sales.	text	
TTS	<input type="checkbox"/>	2 for service.	text	
TTS	<input type="checkbox"/>	3 to check if there are any supercharging stations near you.	text	

Specify prompts to play for each enabled DTMF option

DTMF Key	Type	Var?	Value	Play as
1	TTS	<input type="checkbox"/>		text
2	TTS	<input type="checkbox"/>		text
3	TTS	<input type="checkbox"/>		text
4	TTS	<input type="checkbox"/>		text
5	TTS	<input type="checkbox"/>		text

Retry Prompt tab

Allow Retries

Select to allow customers to provide late input or an unrecognized input. If enabled, you can set the following options:

- Number of No Input retries allowed**

Enter the number of retries to allow for customers whom do not provide 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 customer.

- **Number of No Match retries allowed**

Enter the number of retries to allow for customers whom 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 customer.

- **After Final No Input**

Add the prompt to play after the maximum number of permitted No Input retries is reached. 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. 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.

Results tab

Select variables to store the user's DTMF selection and the outcome of the interaction.

Milestone tab

Add a milestone to mark this key moment while the application is running. See the milestone block page for more information.