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Designer User's Guide

Menu Option Block

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- Administrator

This block appears automatically in the Application Flow if at least one DTMF key is enabled in a Menu block. You can use it to set up handling for when the associated option is selected.

Related documentation:

-

Menu Option blocks appear in the **Application Flow** after you enable at least one DTMF key in a Menu block.

Important

When configuring Menu block options, Genesys recommends that you keep the branches of each option independent and use Shared Modules to share any functionality between them (rather than pointing to the child block of another option within the same branch). This improves the efficiency and reliability of your application.

Call Handling tab

Terminate the call

Enable this option to terminate the interaction if this menu option is selected by the user.

Optionally, you can choose to route this interaction if this menu option is selected by the user. If so, select a Skill and Virtual Queue to which the interaction will be routed. These selections are stored to the **RoutingSkills** and **RoutingVirtualQueue** system variables, respectively.

Important

If you set these routing options, Designer does not route the interaction unless a Route Call block is added to the **Assisted Service** phase that routes based on menu options.

Properties - Main - Sales



Menu Option blocks can be used to specify common operations if the DTMF key associated with this option is pressed.

Option key 1

Specify block label

Main - Sales

Specify actions in tabs below if this Menu Option is selected. All these actions are optional.



Call Handling



Play Audio



Navigation



Set Variables



Milestone



Terminate the call

Set routing options if this menu option is selected. (optional)

These settings are stored in system variables and processing continues in the Qualify phase. In the Route phase, a Route Call block can be set to route the call based on system variables.

Skills

Virtual Queue

FD_Billing_Gold



Play Audio tab

Disable barge-in

Select this option to prevent users from interrupting a prompt while it is still playing. For example, you might want a "Welcome" message to play all the way through before the user 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 user.

Important

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

Always play prompt and disable buffering

Select this option if you want users to be able to interrupt a prompt while it is playing, but not have those inputs applied to subsequent User Input or Menu block prompts. For example, if this option is enabled for a voice call and the user interrupts a “Welcome” message by pressing 3, the input is ignored by the next User Input or Menu prompts.

If this option is not enabled, the input is buffered and applied to the next block accepting input.

Click **Add Audio Message** to play audio if this specific menu option is selected.

Properties - Main - Sales



Menu Option blocks can be used to specify common operations if the DTMF key associated with this option is pressed.



Option key 1

Specify block label

Main - Sales

Specify actions in tabs below if this Menu Option is selected. All these actions are optional.



Call Handling



Play Audio



Navigation



Set Variables



Milestone

Set audio messages to play if this menu option is selected.

☐ Disable barge-in ?

☐ Always play prompt and disable buffering ?

+ Add Audio Message

| Type | Var? | Value | Play as | Actions |
|------|-------------------------------------|--|---------|---------|
| TTS | <input type="checkbox"/> | A | text | |
| TTS | <input checked="" type="checkbox"/> | varMyCompanyName | text | |
| TTS | <input type="checkbox"/> | sales representative will be with you shortly. | text | |

Navigation tab

Select where the application proceeds after this menu option is selected by the user.

Tip

If there are hierarchical menus in your application, it is a good idea to provide users with an option to go to a previous menu.

Properties - Main - Sales



Menu Option blocks can be used to specify common operations if the DTMF key associated with this option is pressed.

Option key 1

Specify block label

Main - Sales



Specify actions in tabs below if this Menu Option is selected. All these actions are optional.



Call Handling



Play Audio



Navigation

(A) Set Variables



Milestone

Select options to enable going back to a previous menu if this Menu Option is selected.

- ☐ Go to previous menu (played before this Menu block)
- ☐ Go to first level menu in the Self Service Phase
- ☒ Go to another block

Assisted Service



- ☐ Continue with normal processing. Do not go back to previous Menu blocks.

Set Variables tab

Assign variables to use when this menu option is selected by the user, without having to add an

Assign Variables block.

Milestone tab

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