



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Designer User's Guide

Milestone Block

2/25/2024

Contents

- [1 Using this Block](#)
 - [1.1 Survey](#)



- Administrator

This block enables you to mark key moments while the application is running.

Related documentation:

-

You can add the **Milestone** block to **Self Service** or **Assisted Service** phases to mark key moments while the application is running.

Using this Block

Important

VAR action IDs are stripped of spaces and pipe characters (|). This includes implicit actions that are generated when a caller enters a shared module.

Enter the name of the milestone in the **Milestone** field. Optionally, if this block is used in the **Self Service** phase, you can enable the **use variable** check box to use a variable for the milestone name.

In the **Milestone Type** menu, select **Default**. Only select **Survey** if this **Milestone** block will be used in a survey application (see the Survey section below for more information).

Optionally, enter additional information by clicking **Advanced Options** or **Add Pair**.

Properties - Milestone - Application Started



This block is used to record a milestone in report.

Milestone

AppStarted

use variable

Milestone Type

Default

Milestone Path: AppStarted

[Advanced Options >>](#)

String values must be surrounded by single quotes.

+ Add Pair

| Key | Variable? | Value | Actions |
|-----|-----------|-------|---------|
|-----|-----------|-------|---------|

Important

When entering the payload **Key**, do not use single or double quotes.

Survey

The **Survey** type is reserved for survey applications.

Once you select **Survey**, the **Survey Milestone Properties** section appears. Configure the following:

- **Survey Question** - Select the variable that stored the survey question.
- **Corresponding Answer** - Select the variable that stored the survey answer.

Properties - Q1 - Report



This block is used to record a milestone in reports including surveys.

Milestone

question1

use variable

Milestone Type

Survey ▼

Survey Milestone Properties

Survey Question

question1 ▼

Corresponding Answer

survey_iAnswer1 ▼

Important

You can disable the check boxes if you would prefer to not use a variable for **Survey Question** and **Corresponding Answer**. However, Genesys recommends that you use variables for consistency and ease of use.