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## Designer User's Guide

**Milestone Block**

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- 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**.

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## 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
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### 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.

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## 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.