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Designer User's Guide

Terminate Block (Digital)

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- Administrator

Use this block to end the interaction and jump directly to the **Finalize** phase of the application.

Related documentation:

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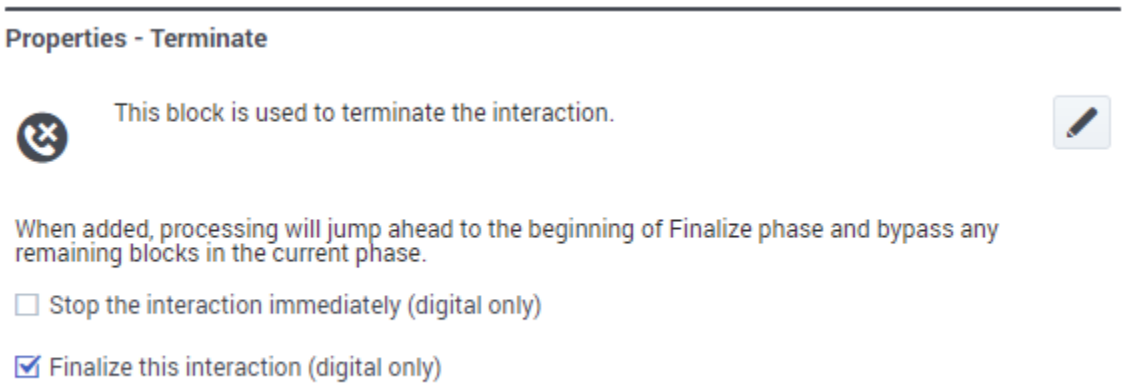
You can use the **Terminate** block in a Digital application type to end an interaction. When used in the **Self Service** or **Assisted Service** phases, everything after the **Terminate** block is skipped and the application moves directly to the **Finalize** phase.

When used in the **Finalize** phase, the application sets the termination flag and moves to the next block.



You can select **Stop the interaction immediately** if you want Designer to terminate the interaction immediately at this block and jump to the **Finalize** phase. Otherwise, the interaction will be terminated after the blocks in the **Finalize** phase are processed.

Finalize this interaction applies to digital applications only and is enabled by default. If you disable this option, an Engage cloud Email or workitem interaction is not finalized or completed when it terminates. Instead, the interaction is sent back to the Universal Queue in Intelligent Workload Distribution (IWD).

As a visual aid, the right edge of the **Terminate** block is capped in red to show that the application will stop if and when it reaches this block. This visual aid also applies to any block that might end the call, such as Business Hours or Special Day, when the Terminate option is enabled.

Terminate