GENESYS™

Designer User's Guide

User Interaction Blocks

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  - Administrator

These blocks help you to interact with customers, such as by offering menus, collecting information, or playing messages.

Related documentation:
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The blocks in this category are used to interact with callers in various ways, such as to offer them a list of menu options ("Press 1 to speak with an agent"), collect their information (such as an account number), play them a message, or record their call (or a selected portion of the call).

The blocks shown depend on the features that are enabled and the type of application that is being built. For example, only Digital type applications will see blocks related to email.

Use the links below to learn more about each block.

Bot

Add a chatbot resource to your application.

Used in: **Self Service**

Menu

Presents a list of choices to callers.

Used in: **Self Service**

Play Message

Plays audio messages to callers.

Used in: **Self Service**, **Assisted Service**

Record

Starts or stops a call recording.

Used in: **Self Service**

Record Utterance

Records a user's voice or DTMF inputs.

Used in: **Self Service**

User Input

Collects information from callers.

Used in: **Self Service**, **Assisted Service**

Chat Message

Sends a chat message to a contact.

Used in: **Assisted Service**

Chat Transcript

Emails the chat transcript to a contact.

Used in: **Assisted Service**, **Finalize**

Get Chat Transcript

Provides access to the latest chat transcript.

Used in: **Assisted Service**, **Finalize**

Send Email

Sends an email containing a standard-response message to a user.