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Designer User's Guide

Routing Blocks



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Designer User's Guide

[Play Message](#)



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Work with Genesys CX Insights Reports

[Chat Thread Report](#)

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- Administrator

Use the Routing blocks to specify how an interaction should be routed when certain conditions are met.

Related documentation:

-

You might not see all of the blocks listed here on your Palette. The blocks shown depend on the features that are enabled and the type of application that is being built. For example, the **Route Digital** block is only available for Digital application types.

Use the links below to learn more about each block.

Query VQs

Queries virtual queues and assigns their Estimated Wait Times.

Used in: **Initialization, Assisted Service**

Route Agent

Specifies routing to a particular agent.

Used in: **Assisted Service**

Route Call

Specifies routing to an agent based on various criteria.

Used in: **Assisted Service**

Start Treatment

Plays uninterrupted audio to customers while their interaction is being routed.

Used in: **Assisted Service**

Voice Mail

Routes calls to voicemail.

Used in: **Assisted Service**

Transfer

Transfers a call to another destination.

Used in: **Self Service**

Route Digital

(Digital applications only) Routes a multimedia interaction to a target.

Used in: **Assisted Service**

Predictive Routing

Routes to the agent best equipped to handle the request.

Used in: **Assisted Service**

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- Administrator

This block enables you to play a message to a customer. For example, you might play a greeting or provide some instructions.

Related documentation:

-

You can use the **Play Message** block in the **Self Service** and **Assisted Service** phases to play audio messages to the customer. These messages or prompts might be an introductory welcome message or instructions on how to proceed through the application.

These audio messages are defined as either:

- Text-to-Speech (TTS) — Strings entered directly in the block, or variables.
- Announcements — Audio files that were previously uploaded in the Media Resources page, or variables played as TTS.

Using this Block

Prompts tab

Disable barge-in

Select this option to prevent callers 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 caller 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 caller.

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 callers 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 and the caller 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.

Adding a new prompt

To create a new prompt, click **Add Prompt** and follow the instructions below.

In the **Type** column, select the type of prompt:

- **TTS** — Read a text or variable value to a user through TTS.
- **Announcement** — Play a prerecorded announcement. When using a variable, the variable value should be the name of the audio resource to play.
- **Intelligent Prompt** — Intelligently convert a number into items such as a date, currency, or ordinal number, and then read it with human audio to a user.

Important

If Designer is not able to play an Intelligent Prompt in the caller's preferred language, it will play the prompt in American English (en-US).

- **Record Utterance** — Play the recorded file captured by the Record Utterance block. (This option is only supported in the Self Service phase, as the recording file captured by the Record Utterance block is no longer available after the Self Service phase.)
- **External Audio** — Play an audio file hosted outside of Designer. For example, you could define a variable that points to an audio file hosted on another server, and specify that variable here.

In the **Variable?** column, enable or disable the check box to identify the **Value** as a variable.

In the **Value** column, specify the prompt value. If **Variable?** is enabled, choose a variable in the drop-down menu. If the prompt is an **Announcement** or **External Audio** type, you can specify the following settings to specify the duration of the announcement (for example, to interrupt the hold music at specific intervals to play an announcement that provides the caller with their estimated wait time):

- **Audio length** (milliseconds) - Specifies how much of the audio file to play. The default audio length is the actual length of the referenced audio.
- **Time offset** (milliseconds) - Specifies the time offset of when to begin playing the referenced audio. The default time offset is 0 (ms).

In the **Play as** column, select an option:

Important

Some **Play as** options might not be available for certain prompt types.

- **alphanumeric** - The value is read as a series of letters and/or numbers.
- **currency** — Use the following format: UUUMM.NN, where UUU is the ISO4217 currency code. You can omit the currency code to use the default currency for the current locale.
- **date** — Use the following format: YYYYMMDD. You can use ?? or ???? for unspecified fields.
- **day** - A day of the week.
- **dtmf** - A menu item.
- **ordinal** — A positive integer.
- **cardinal** — A positive or negative integer or decimal number.
- **character** - A character.
- **text** - Text that should be read without special formatting (for example, a sentence or phrase).
- **time**
 - TTS prompt - You must use the following format: hh:mm. For example, use 09:00 for 9 a.m. or 21:00 for 9 p.m.
 - Intelligent Prompt - You can use the TTS format or the following format: hhmm[aph?], where a is a.m., p is p.m., h identifies 24-hour time, and ? is unspecified. For example, you can use 0900 for 9 a.m. or 0900p for 9 p.m.
- **telephone** or **phone** — Use a sequence of digits (0 - 9), optionally followed by an "x" and then extension digits (0 - 9).

Properties - Play Message



This block is used to play audio messages. These messages can be TTS (Text to Speech), Audio Files (previously uploaded in Audio Resources page, or variables played as TTS.



») **Prompts** Message Settings

Prompts

Disable barge-in

Always play prompt and disable buffering

+ Add Prompt

Type	Var?	Value	Play as	Actions
TTS	<input type="checkbox"/>	Welcome	text	↑ ↓ 🗑️
TTS	<input checked="" type="checkbox"/>	Contact	text	↑ ↓ 🗑️
Announcement	<input type="checkbox"/>	Estimated Wait Time Audio length (milliseconds): <input type="text" value="varAudioLength"/> Time offset (milliseconds): <input type="text" value="varTimeOffset"/>	audio	↑ ↓ 🗑️

Message Settings tab

Rich media settings

Image URL

(Optional) Enable this option if you want to display an image to customers during chats. Specify the variable that contains the URL to the image that you want to display.

Properties - Play Message



This block is used to play audio messages. These messages can be TTS (Text to Speech), Audio Files (previously uploaded in Audio Resources page, or variables played as TTS).

Message Settings

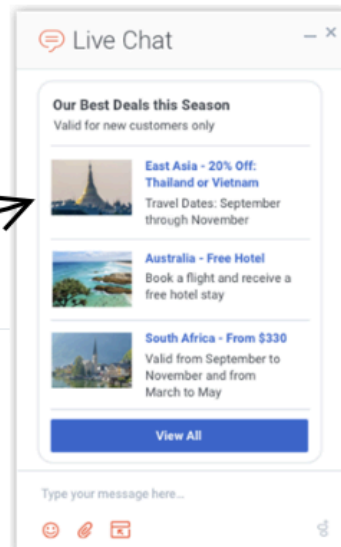
Rich media settings.

Image URL (optional)

Provide values to substitute to message field codes.

+ Add Field Code

#	Type	Value
---	------	-------



Add Field Code

(Optional) If you are using field codes, you can specify them here.

Scenarios

If you want to repeat the account number that the caller just entered:

1. First Prompt
 - **Type:** TTS
 - **Variable?:** Disabled
 - **Value:** The account number you just entered is
 - **Play as:** text
2. Second Prompt
 - **Type:** TTS
 - **Variable?:** Enabled
 - **Value:** account_number_variable
 - **Play as:** telephone

If you want to allow barge-in on a "Welcome" message, followed by an informational prompt for a Menu block input that has barge-in and buffering disabled:

-
1. In the properties for the **Play Message** block for the "Welcome" message:
 - Do not select **Disable barge-in**.
 - Select **Play prompt and disable buffering**.
 2. In the properties for the Menu block that prompts for the caller's input:
 - Select **Disable barge-in**.

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View detailed information about chat sessions and threads.

Related documentation:

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-
-
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RSS:

- [For private edition](#)

Understanding the Chat Thread Report

Chat Thread Report

Tenant	Media Type	Media Origin	Day	Threads	Thread Sessions	Thread Engagements	Thread Handle Time (Fmt)	Thread Customer Messages	Thread Agent Messages	Average Thread Response Time (Fmt)
Environment	Chat	Chat	2019-05-07	7	7	7	00:29:28	9	11	00:00:18
			2019-05-08	4	6	5	00:37:45	10	9	00:02:42
			Total	11	13	12	01:07:13	19	20	00:01:10
	Total			11	13	12	01:07:13	19	20	00:01:10
Total				11	13	12	01:07:13	19	20	00:01:10

Use the (**Chat** folder) Chat Thread Report to view detailed information about the number and duration of chat threads, sessions, and engagements, as well as the number of messages in the threads, and information about handle and response times. A *session* is defined as a single interaction or chat conversation (which can contain more than one *engagement* by any given agent), and a *thread* is a series of sessions related by a common thread ID.

To get a better idea of what this report looks like, view sample output from the report:

[SampleChatThreadReport.pdf](#)

The following tables explain the prompts you can select when you generate the report, and the metrics and attributes represented in the report:

Prompts for the Chat Thread Report

All prompts in this report are optional; run them with no value to return all available data.

Prompt	Description
Pre-set Date Filter	From the list, choose a time period on which to report and move it to the Selected list. Default: Current month. If this prompt is set to anything other than none , the Date prompts are ignored.
Start Date	Choose the first day from which to gather report data. If the Pre-set Date Filter is set to any value except none , this prompt has no effect, unless the time period selected for Pre-set Date Filter contains no data.
End Date	Choose the last day from which to gather report data. If the Pre-set Date Filter is set to any value except none , this prompt has no effect, unless the time period selected for Pre-set Date Filter contains no data.
Media Type	Optionally, select the type of media to include in the report—for example, CHAT, Facebook, Twitter, or SMS. See the table Media Type vs Media Origin for more information.
Tenant	Optionally, select a tenant on which to report.
Media Origin	Optionally, select the chat session place of origin—for example, CHAT, Facebook, Twitter, or SMS. See the table Media Type vs Media Origin for more information.

The following table explains how Media Type differs from Media Origin.

Media Type vs Media Origin

Media	Media Type	Media Origin
Chat	CHAT	Chat
Facebook private messaging	CHAT	Facebook
Facebook public messaging	Facebook	Facebook
Twitter direct message	CHAT	Twitter
Twitter	Twitter	Twitter
SMS	SMS	SMS

Attributes used in Chat Thread Report

Attribute	Description
Tenant	Enables data within the reporting interval to be organized by tenant.
Media Type	Enables data within the reporting interval to be organized by media type—for example, CHAT, Facebook, Twitter, or SMS. See the table Media Type vs Media Origin for more information.
Media Origin	Enables data to be organized by where the chat session originated—for example, CHAT, Facebook, Twitter, or SMS. See the table Media Type vs Media Origin for more information.
Day	Enables data within the reporting interval to be organized by a particular day.

Metrics used in the Chat Thread Report

Metric	Description
Threads	Total number of threads started by clients.
Thread Sessions	Total number of sessions in all threads.
Thread Engagements	Total number of engagements in all threads.
Thread Handle Time (Fmt)	Total handle duration (HH:MM:SS) of all chats in all threads.
Thread Customer Messages	Total number of customer messages in all threads.
Thread Agent Messages	Total number of agent messages in all threads.
Average Thread Response Time (Fmt)	For served threads, the average time (HH:MM:SS) between clients' messages and the subsequent agents' messages throughout the thread.

To view more detailed information about the metrics and attributes in this report, and other metrics and attributes that can be used to customize reports, see the [Genesys CX Insights Projects Reference Guide](#).