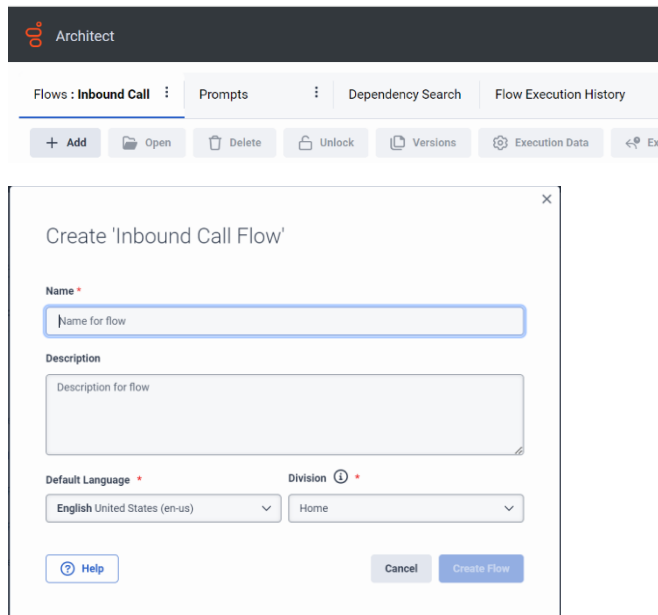


Tugas Lesson 2

Nama = Muhammad Ammar Usman

Create the call flow

1. From the Inbound Call Flows tab, click **Add**. The Create Flow dialog box opens.



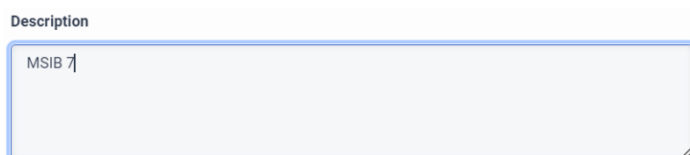
The screenshot shows the 'Create Inbound Call Flow' dialog box. At the top, it says 'Create 'Inbound Call Flow''. Below this, there are two input fields: 'Name *' with a placeholder 'Name for flow' and 'Description' with a placeholder 'Description for flow'. Below these are two dropdown menus: 'Default Language *' set to 'English United States (en-us)' and 'Division *' set to 'Home'. At the bottom, there are three buttons: 'Help' (with a question mark icon), 'Cancel', and 'Create Flow'.

2. In the Name box, type **Genesys Cloud Animal Care**.



A close-up of the 'Name *' input field. The text 'Ammar' is entered into the field.

3. In the Description box, type **Main call flow**.

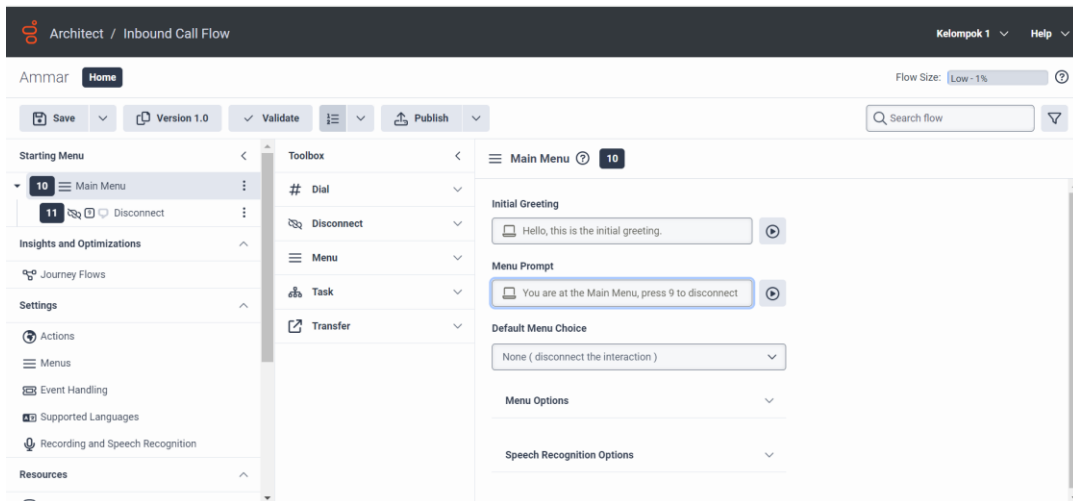


A close-up of the 'Description' input field. The text 'MSIB 7' is entered into the field.

4. Click **Create Flow**. The call flow's Inbound Call Flow page opens.



A close-up of the bottom buttons of the dialog box. There is a light gray 'Cancel' button and a blue 'Create Flow' button.



Set up the emergency menu

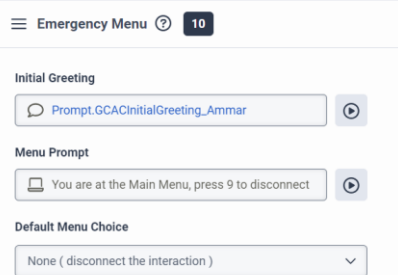
1. Under **Starting Menu**, click **Main Menu**

≡ Main Menu ? 10

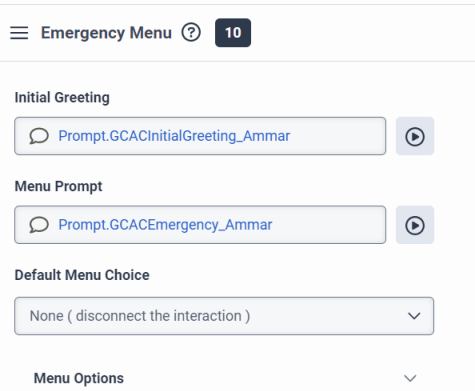
2. Change the starting menu name:
 - a. In the starting menu design area, click **Main Menu**.
 - b. Change the name to **Emergency Menu**.
 - c. Click **Done**.

≡ Emergency Menu ? 10

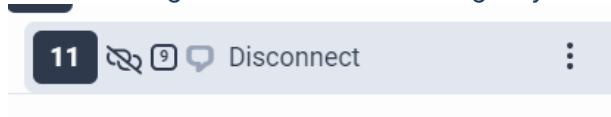
3. In the Initial Greeting box, override the default TTS prompt and type **prompt.GCACInitialGreeting**.



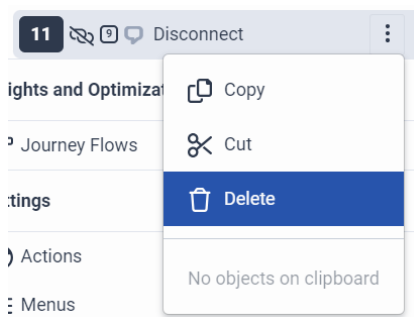
4. In the Menu Prompt area, override the default TTS prompt and type **prompt.GCACEmergency**.



5. Leave the remaining settings unchanged.
6. In the Starting Menu area under Emergency Menu, click the **Disconnect** action.

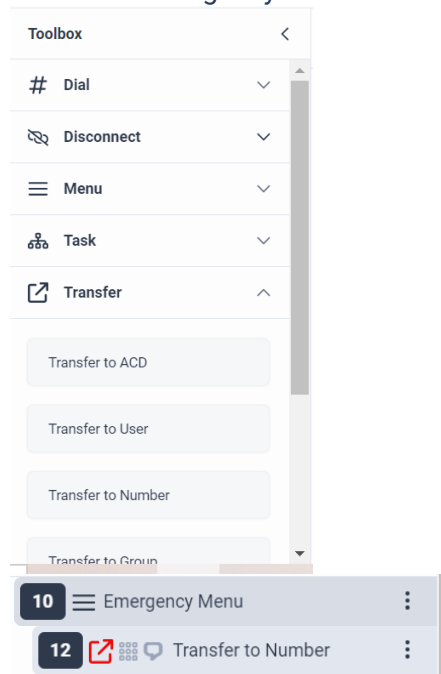


7. In the Disconnect action design area, click **Delete** to remove the action from the call flow.

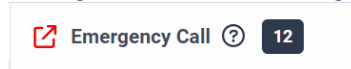


Create a transfer action for emergency calls

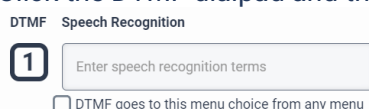
1. From the Toolbox, expand the Transfer category and drag a Transfer to Number action below the Emergency menu



2. In the Transfer to Number design area, complete the following steps:
 - a. Change the name to Emergency call



- b. Click the DTMF dialpad and then click 1



- c. In the Speech Recognition box, type Yes and press Enter

DTMF Speech Recognition

1

Yes X

Enter speech recognition terms

- d. In the Number field, type a telephone number appropriate for tutorial testing, such as your mobile phone or direct line

Number ⓘ

+62895394597766



- e. In the Pre-Transfer Audio box, type prompt.GCACOnCallVet

Audio ^

Pre-Transfer Audio

Prompt.GCACOnCallVet_Ammar



- f. Leave all other default options unchanged

Create a main menu

1. From the Toolbox, expand the Menu category and drag a Menu action into the Reusable Menus area

≡ Main menu ⓘ 13

2. In the Reusable Menu design area, change the menu name to Main Menu

Reusable Menus ^

13 ≡ New Menu 1 ⋮

Add action here

3. In the Menu Prompt, type prompt.GCACMainMenu

Menu Prompt

Prompt.GCACMainMenu_Ammar



4. Leave all other default options unchanged

Add a non-emergency menu choice to the starting menu

1. Drag a Jump to Menu action into the Emergency Menu. This action is located in the Menu category

10 ≡ Emergency Menu ⋮

12 📞 🗣️ 🗣️ Emergency Call ⋮

14 ≡ 🗣️ 🗣️ Jump to Menu ⋮

2. Change the name to Non-Emergency Call

≡ Non-Emergency call ⓘ 14

3. Select a DTMF of 0

DTMF

0

4. In the Menu box, select Main Menu

Menu

Main menu

×

▼

↔

+

5. Leave the remaining settings unchanged

Create an Appointments menu in the Reusable Menus area

1. Add a menu action to the Reusable Menus area and do the following:

Reusable Menus

13

≡

Main menu

⋮

Add action here

15

≡

New Menu 1

⋮

Add action here

- a. Change the menu name to Appointments

≡ Appointments ? 15

- b. Add the prompt.GCACAppointmentMenu menu prompt

Menu Prompt

Prompt.GCACAppointmentMenu_Ammar

▶

- c. Leave the remaining settings unchanged

Add transfer actions to the Appointments menu

1. Drag a Transfer to User action below the Appointments menu and complete the following steps:

Reusable Menus

13

≡

Main menu

⋮

Add action here

15

≡

Appointments

⋮

16

↗

☎

Transfer to User

⋮

- a. Change the name to Dr. Hounds (or an appropriate configured user in your organization)

↗ Dr. Hounds ? 16

- b. Add the prompt.GCACAppointmentMenu menu prompt

DTMF Speech Recognition

1

Dr. Hounds

DTMF goes to this menu choice from any menu

- c. After you enter your term, press Enter

Speech Recognition

Dr. Hounds

×

- d. Add the prompt.GCACRepresentative for pre-transfer audio

Pre-Transfer Audio

▶

Prompt.GCACRepresentative_Ammar

▶

- e. In the User box, select the appropriate configured user for your organization

User

Dr. Hounds x v

- f. Add your choice of TTS for failed transfer audio

Failed Transfer Audio

Sorry, an error has occurred

- g. Leave all other default options unchanged

2. Repeat step 1 for Dr. Baskerville, or another configured user in your organization, with the following changes:

- a. Change the name to Dr. Baskerville (or another appropriate configured user in your organization)

Dr. Baskerville ? 17

- b. Assign a DTMF of 2 and add the selected user's name as a speech recognition term

DTMF Speech Recognition

2 Dr. Baskerville

☐ DTMF goes to this menu choice from any menu

- c. After you enter your term, press Enter

Speech Recognition

Dr. Baskerville X

- d. In the User box, select the appropriate configured user for your organization

User

Dr. Baskerville x v

- e. Add the same pre-transfer audio prompt

Pre-Transfer Audio

Prompt.GCACRepresentative_Ammar

- f. Add your choice of TTS for failed transfer audio

Failed Transfer Audio

Sorry, an error has occurred

- g. Leave all other default options unchanged

3. Drag a Transfer to Number action below the Appointments menu and complete the following steps:

15

Appointments

:

16

Dr. Hounds

:

17

Dr. Baskerville

:

18

Transfer to Number

:

- a. Change the name to Grooming Salon

Grooming Salon ? 18

- b. Assign a DTMF of 2 and add the selected user's name as a speech recognition term

DTMF

3

- c. After you enter your term, press Enter

DTMF Speech Recognition

3 Grooming Salon X

- d. Add a telephone number appropriate for tutorial testing, such as your mobile phone or direct line.

Number ⓘ

+62895394597766

- e. Add the prompt.GCACRepresentative for pre-transfer audio

Pre-Transfer Audio

Prompt.GCACRepresentative_Ammar

- f. Add your choice of TTS for failed transfer audio

Failed Transfer Audio

Sorry, an error has occurred

- g. Leave all other default options unchanged

4. Save your work

Save

Create a Pet Lost or Found menu in the Reusable Menus area

1. Add a menu action to the Reusable Menus area and complete the following steps:

Reusable Menus

- 13 Main menu
- 15 Appointments
 - 16 Dr. Hounds
 - 17 Dr. Baskerville
 - 18 Grooming Salon
- 19 New Menu 1

- a. Change the menu name to Pet Lost or Found?

Pet Lost or Found? ⓘ 19

- b. Add the prompt.GCACLostOrFound menu prompt.

Menu Prompt

Prompt.GCACLostOrFound_Ammar

- c. Leave the remaining settings unchanged