R - Retry Loop

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Jump To (J) steps can be used instead of Retry Loop (R) steps

Select action type as Retry Loop (R).

A 'loop' can be put in the action plan to return to a previous step by using the Retry Loop action type. This may be used in a situation where a contact is called and a series of steps follow ending in a wrong code word. The retry point can go back to the call contact step. The retry point lookup only returns steps that led down the tree to the current step.

Following Steps:

The wizard will automatically go to the next step. There are no choices made in the Retry Loop Step.