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IRD to Composer Migration

About IRD To Composer Migration

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About IRD To Composer Migration

IRD Objects That Can/Cannot Be Migrated

You can migrate routing strategies created with Interaction Routing Designer 8.0+ into Composer Projects as SCXML-based workflow diagrams, which can run on the **Orchestration** Platform. If your strategies were compiled using an earlier version of IRD, you will need to open them in IRD 8.0, make a change even if it is small change, and save them. Composer 8.1 supports migrating IRD 8.0+ routing strategies only.

Note: IRD 8.x must be used to make a change to the strategy, save the strategy and then export it to XML. If a change is not made in IRD 8.x, the strategy is not saved in the latest format and therefore the exported XML file may result in unpredictable behavior of the migration process.

In the initial 8.1 release of Composer, the following categories of IRD objects can be migrated: **Voice Treatments**, **Data and Services**, **Segmentation**, **Routing** (inbound voice only), and **Miscellaneous** (inbound voice only).

Note: The following categories of IRD objects cannot yet be migrated: **Multimedia**, **Outbound**, and **SMS**.

Note: Migration is not available for IRD's Business Rules object. In the 8.1.0 release, Composer adds a Business Rules block, which allows you to interface with the Genesys Business Rules Engine.

Tasks Performed

The IRD to Composer migration:

- Converts IRD strategy objects that have an **equivalent block** in Composer.
- Creates a placeholder block for those IRD objects that cannot be migrated.
- Provides migration support for converting IRD Subroutines to Composer SubWorkflows.
- Supports migrating IRD strategy variables, comments, links between blocks, and block positioning (approximate).
- Provides migration support for all **IRD functions** that have an equivalent in Composer.

Note: Conversion of IRD Business Processes into Composer Interaction Process Diagrams is currently not supported.

Manual Updates

The migration process attempts to map IRD elements to their Orchestration equivalent. Given that

IRD/Universal Routing Server strategies and SCXML-based Orchestration workflows are two different implementations, a 1:1 mapping is not always possible. In this case, the migration process flags any manual updates required before the output diagram is able to generate SCXML code that will execute as intended on the Orchestration platform.

Placeholder Blocks

If an IRD object cannot be migrated, the new Composer workflow diagram file contains a "SCXML State" placeholder block, which is visually distinguishable from other blocks and supports arbitrary SCXML content. A placeholder block indicates that further editing of the block properties is required before the new Composer workflow diagram can be completed. Any specific problems in placeholder blocks are highlighted after you validate the new workflow diagram file in Composer.

Migration Report

The migration report documents:

- IRD objects converted to Composer blocks.
- IRD functions converted into the Composer equivalent.
- IRD Items that cannot be migrated or objects that need further user attention. The report suggests a course of action.