

# **GENESYS**<sup>®</sup>

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### Composer Help

Branching Common Block

## Branching Common Block

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The Branching block is used for both routing and voice applications. For an example of using the branching block in a strategy, see the Example Workflow Diagram section in the Creating a New Workflow tutorial. Use the Branching block as a decision point in a callflow or workflow. It enables you to specify multiple application routes based on a branching condition. Depending on which condition is satisfied, the call follows the corresponding application route. A default path is automatically created once the conditions have been defined. If the application cannot find a matching condition, it routes the call to the default flow. **Note:** To support creating multiple views per interaction queue, the Branching block is available when creating an IPD.

#### Date/Time Functions

You can open Expression Builder from the Condition property and access the following date/time URS functions (Data Category=URS Functions > Data Subcategory=genesys):

- \_genesys.session.timeInZone(tzone)
- \_genesys.session.dayInZone(tzone)
- \_genesys.session.dateInZone(tzone)
- \_genesys.session.day.Wednesday
- \_genesys.session.day.Tuesday
- \_genesys.session.day.Thursday
- \_genesys.session.day.Sunday
- \_genesys.session.day.Saturday
- \_genesys.session.day.Monday
- \_genesys.session.day.Friday

The Branching block has the following properties:

#### **Exceptions Property**

The Branching block has no page exceptions.

#### Name Property

Find this property's details under Common Properties for Callflow Blocks or Common Properties for Workflow Blocks.

#### Block Notes Property

Find this property's details under Common Properties for Callflow Blocks or Common Properties for Workflow Blocks.

#### Exceptions Property

Find this property's details under Common Properties for Callflow Blocks. You can also define custom events.

#### Condition Property

Find this property's details under Common Properties for Callflow Blocks Common Properties for Workflow Blocks.

#### Logging Details Property

Find this property's details under Common Properties for Callflow Blocks or Common Properties for Workflow Blocks.

#### Log Level Property

Find this property's details under Common Properties for Callflow Blocks or Common Properties for Workflow Blocks.

#### Enable Status Property

Find this property's details under Common Properties for Callflow Blocks or Common Properties for Workflow Blocks.