Composer Help

Common Blocks

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Common Blocks

This section describes the blocks that can be used for both Orchestration routing and GVP voice applications. Composer provides the following Common blocks:

- **Context Services Blocks**. If the Context Services capability is enabled at your site, you can use the following Context Services blocks to create callflows/workflows that extract customer data elements from the UCS Database and apply this knowledge when creating routing or voice applications.

- **Assign Block**. Use to assign a computed value/expression or an entered value to a variable.

- **Branching Block**. Use 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.

- **Log Block**. Use to record information about an application. For example, you can log caller-recorded input collected while an application is running or error messages.

- **Looping Block**. Use to iterate over a sequence of blocks multiple times.

- **Server-Side Blocks**. These blocks provide the ability to interact with internal and external custom server-side pages, Web Services, and URLs. These blocks can be used to exchange data like VoiceXML and SCXML variables, JSON strings between GVP interpreter, and custom server-side pages.