

GENESYS

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Composer Help

Creating a New Workflow Diagram

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Cheat Sheets

Composer provides a cheat sheet to walk you through the steps for building a routing strategy.

- In the Welcome Screen (Help > Welcome), click the Composer link and select the Create a Routing Strategy tutorial. It will also describe the steps for how to simulate calls.
- If you are already inside the workbench, access the same cheat sheet from the Menu bar at the top by selecting Help > Cheat Sheets > Composer > Routing Strategy.

Adding a Workflow Diagram to a Project

To add a new workflow diagram to an existing Composer Project:

- 1. Click the button on the main toolbar to create a new workflow .
 - Or use the keyboard shortcut: Ctrl+Alt+R.
 - Or select File > New > Workflow Diagram.
 - Or right-click the Workflows folder in a Project and select New > Other > Workflow Diagram.
- 2. In the wizard, select the tab for the type of the workflow. There are two main types of workflows in Composer represented by wizard tabs:
 - **Main Workflow**: Used for the main application where the call will land or be transferred to from another application.
 - **Subworkflow**: Used for modularizing your applications. It is useful for structuring large applications into manageable components.
- 3. Select either Main Workflow or Subworkflow.
- 4. Select the type of diagram.
- 5. Click Next.
- 6. Select the Project.
- 7. Click Finish.
- 8. Create the workflow. See Your First Application "DNIS Routing" on how to get started.

Note: The condition expression for event-related properties in interaction process (IPD) and workflow diagrams are not XML-escaped when generating the SCXML code. For more information, see Troubleshooting ORS Compile Errors and Non Escaped Special Charcters.