

# **GENESYS**

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Composer Help

**Default Routing Block** 

# Default Routing Block

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Instructs URS to route the interaction to the default destination, as specified by the default DNs at the Routing Point or by the URS configuration option default\_destination. When you use the Default Route block in a strategy, it sends the interaction to that destination. Once set this will be applicable for the entire duration of the strategy unless overridden by a Set Default Route block in the workflow execution.

The Default Route block has the following properties:

#### Name Property

Find this property's details under Property Common Properties.

### Block Notes Property

Find this property's details under Common Properties.

#### **Exceptions Property**

Find this property's details under Property Common Properties.

#### Hints Property

This property is for future use by Orchestration Server. Its use will be described in various action elements referenced in the Orchestration Server wiki.

#### Interaction ID Property

Set to a meaningful value or keep the default value, which is the system variable InteractionId.

Can be used for **interaction-less processing** for scenarios where the InteractionId variable is not automatically initialized, but instead must wait for an event. An example would be an SCXML application triggered by a Web Service that does not add an interaction.

Background: Previous to 8.1.1, Composer did not expose an Interaction ID property. Instead, when ORS started processing an interaction, a generated SCXML application automatically initialized the system variable, InteractionId. This variable was then used internally by Routing and certain eServices blocks when interacting with ORS.

With the introduction of support for Interaction-less processing, you can now define a specific event

(IPD Diagram Wait For Event Property) to initialize InteractionId, or not define an event at all.

For scenarios with an interaction (IPD Diagram/Wait For Event=interaction.present for example), you may keep the default value for the Interaction ID property. The default value is the system variable InteractionId, which is initialized automatically in this case.

For other scenarios (any scenario where the system variable InteractionId is not set), you may choose to:

- 1. Not use blocks that require an Interaction ID.
- 2. And/or set the Interaction ID property to a meaningful value.
- 3. And/or assign a meaningful value to the InteractionId system variable.

#### Detach Property

Use for multi-site routing. Controls whether the Orchestration Platform should <detach> an interaction from the current session before routing to the specified targets. When this property is set to true, the interaction is detached from the current session.

# Detach Timeout Property

Use to specify how long to attempt to <detach> if an initial attempt fails with an invalidstate error. Specify the timeout in milliseconds. If set to 0, no further attempt to detach is made. After the timeout, if the <detach> is not successful, no further attempts will be made and the block will attempt to reclaim the interaction back into the current session using <attach>.

# Condition Property

Find this property's details under Common Properties.

#### Logging Details Property

Find this property's details under Common Properties.

# Log Level Property

Find this property's details under Common Properties.

# **Enable Status Property**

Find this property's details under Common Properties.

# Pass Context Property

This property accepts true/false values. When set to true and Detach is also true:

• URL built with the block name is stored into this interaction's user data (user data key name is '\_composer\_originating\_session') just before detaching the interaction. That URL will be used by the orchestration destination session (that is the new orchestration session started to handle the interaction after it was redirected to an other routing point) to request the context of the originating session. After the processing for this block is over, the originating session is blocked until the destination session actually reads the context. The context consists of the system and user variables.