Composer Help

Disconnect Block Routing

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Disconnect Block Routing

Use to disconnect the caller and end the call. The Disconnect block invokes the CancelCall treatment, which ends the workflow and deletes the interaction from URS memory. The Disconnect block has the following properties:

Name Property

Find this property's details under Common Properties.

Block Notes Property

Find this property's details under Common Properties.

Exceptions Property

Find this property's details under Common Properties.

Interaction ID Property

Set to a meaningful value or keep the default value, which is the system variable InteractionId. Find more details under Common Properties.

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.

Single Session Treatments

When using the Play Application, Play Sound (Music and ARM Types) Exit, and Disconnect blocks, voice applications can now optionally use a single VXML session on Media Control Platform to play/run multiple treatments instead of using one session per treatment. This enables DTMF buffering between multiple MSML treatments. For more information, see Single Session Treatments.