

## **GENESYS**

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Flow Control Blocks

## Flow Control Blocks

In an IPD, when an interaction is submitted from an interaction queue to a routing workflow, you can create multiple views per queue, with each view having its own set of conditions and managing submission of an interaction to a separate routing workflow. To support multiple views per interaction queue, the following Flow Control blocks are available when creating an IPD:

- Branching
- ECMAScript
- Log

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