Composer Help

IRD Functionality Included in Composer

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Contents

Composer enables you to create SCXML-based routing applications to run on the Universal Routing 8.x platforms and, as such, it includes functionality that was previously provided through Genesys Interaction Routing Designer (IRD). The information below is provided for existing Genesys customers transitioning to Composer, who are familiar with creating strategies in IRD.

Composer Blocks and IRD Objects

Composer refers to the fundamental element of a workflow as a "block" whereas in IRD documentation, this element is referred to as an "object." The tables below group IRD objects based on their IRD toolbar category name and point to the corresponding functionality in this release of Composer. Summary information is presented below. For more information, see Composer on the Genesys Documentation Wiki

Data & Services

IRD Object Name	Composer Block Name	Description
Database Wizard	DB Data	DB Data retrieves information from the database. Uses a Query Builder.
Web Service	Web Service	Invokes Web Services. GET, POST and SOAP over HTTPS are supported.
	Web Request	Invoke any supported HTTP web request or REST-style web Service. See sample: Routing Based on Web Request.

Miscellaneous

IRD Object Name	Composer Block Name	Description
Assign Multi-Assign	Assign	Assigns a computed value/ expression or a literal value to a variable. Variables are defined in the Entry block. Capable of multiple assignments.
Call Subroutine	Subroutine	Creates reusable sub-modules.
Entry	Entry	Sets global error (exception) handlers. Defines global variables (see Variables section below).. All routing strategy diagrams must start with an Entry block.
Exit	Exit	Terminates the strategy and

		returns control back to calling workflow in case of a subroutine.
Error Segmentation	Multiple error output ports can be created in Composer blocks based on each block's Exception property.	
Function Multi-Function	ECMAScript	Builds an ECMAScript expression using the Expression Builder. Many URS functions are available as Genesys Functional Modules described the Orchestration Server Documentation Wiki Can invoke multiple functions.
If	Assign, Branching, ECMAScript blocks all open Expression Builder	Expression Builder can be used to create IF expressions.
Multi-Attach	ECMAScript	Can be used for attaching data to an interaction.

Routing

IRD Object Name	Composer Block Name	Description
Selection	Target	Routes an interaction to a target, which can be Agent, AgentGroup, ACDQueue, Place, PlaceGroup, RoutePoint, Skill, or Variable. Skill target uses Skill Expression Builder.
Percentage	Target	Statistics Order property in Target block, lets you perform percentage allocation. Also see sample: Routing Based on Percent Allocation.
Default	Default Route	Routes the interaction to the default destination. Can be overrridden by the Set Default Route block.
Routing Rule		Orchestration Server 8.1 does not support service level routing rules.
Switch to Strategy		Orchestration Server 8.1 does not support switch to strategy routing rules.
Force Route	Force Route	Not exposed as a routing rule in Composer.
Statistics	Target	Although statistical routing rules are not yet supported as in IRD's

		Statistics routing object, users can use the Target object Statistic property to route based on the value of a statistic. A Statistics Manager and Builder let you create your own statistics from URS predefined statistics.

Segmentation

IRD Object Name	Composer Block Name	Description
ANI	Branching	See Your First Application: DNIS Routing for an example.
DNIS	Branching	See Your First Application: DNIS Routing for an example.
Date	Branching	See the sample Routing Based on Date & Time.
Day of Week	Branching	See the sample Routing Based on Date & Time.
Time	Branching	See the sample Routing Based on Date & Time.
Classification Segmentation	Branching	For classification segmentation, an ECMAScript function determines if a particular category name or ID exists in the array of category objects represented by an application variable.
Generic	Branching	Use as a decision point in a workflow. It enables you to specify multiple application routes based on a branching condition.

Also see Context Services Blocks.

Voice Treatment

See Composer Equivalent to IRD Treatment.

eServices Multimedia

See Composer Equivalent to IRD Multimedia.

Outbound

See Outbound Common Blocks

Context Services

See Context Services Blocks

Business Process

See Interaction Processing Diagrams Overview and Interaction Process Diagram Blocks. Reusable Objects

- IRD List Object: See Composer's List Object Manager.
- IRD Variable List Dialog Box: See Entry block Variables property.

In contrast to IRD, which defines variables in a special dialog box outside of the strategy, Composer defines both workflow and Project variables.