

# **GENESYS**

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Composer Help

**Query States Block** 

# Query States Block

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Use this block to query the database used for Context Services for active and completed states data for a specified service. You can also query for other types of service states such as user-defined service states. The Query States block has the following properties. The behavior of some properties can vary depending on whether you are in offline or online mode.

# Name Property

Find this property's details under Common Properties for Callflow Blocks or Common Properties for Workflow Blocks.

# Block Notes Property

Find this property's details under Common Properties for Callflow Blocks or Common Properties for Workflow Blocks.

## **Extensions Property**

Find this property's details under Common Properties Context Services.

# State Elements Property

Use this property to indicate whether information on completed states and/or active tasks for this service state should be included in the returned results.

- 1. Click under **Value** to display the button.
- 2. Click the button to open a dialog box.
- 3. Check one or more of the following:
  - Active Tasks
  - Completed Tasks

#### **Exceptions Property**

Find this property's details under Common Properties for Callflow Blocks or Common Properties for Workflow Blocks. You can also define custom events.

# 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.

# States Data Property

Click the down arrow under **Value** and select a variable to contain the matched state information.

# Variables Mapping Property

Find this property's details under Common Properties Context Services.

# Service ID Property

Find this property's details under Common Properties Context Services.

## State Status Property

This property controls whether Active, Completed, or All States are returned.

1. Click under **Value** to display the button.

- 2. Click the button to open the State Status dialog box.
- 3. Opposite **Type**, select **Variable** or **Literal**.
  - If you select **Variable**, click the **Value** down arrow and select a variable that contains the name of the method to call.
  - If you select Literal, click the Value down arrow and select one of the following: Completed, Active, or All.

# State Types Property

Use this property to filter for other service state types, such as user-defined service states.

- 1. Click under Value to display the button.
- 2. Click the button to open the State Types dialog box.
- 3. Click Add to open the Add dialog box.
- 4. Opposite **Type**, click the down arrow and select one of the following:
  - **Context Services**. Select a State Types identifier for Value. If Context Services attributes have been mapped to Configuration Server Business Attributes, you can select a State Types DB ID. If no Business Attribute is mapped in the UCS configuration, then UCS accepts any integer value which could represent a state type defined in an external client-specific database.
  - Literal. Then enter a preconfigured state type from the Configuration Database.
  - Variable. Then select the variable that contains the state type.
- 5. Click **OK**. The State Types dialog box reflects your entry. You can also use this dialog box to edit and remove state types.