Composer Help

Routing Block Palette Reference

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When you create an application, Composer's palette contains the diagram building blocks. Use the workflow diagram blocks, located on the Element Descriptions *palette*, to develop routing applications. The palette contains the link tools, and various categories of blocks used to build routing workflow diagrams:

- **Interaction Process Diagram Blocks**. Required for routing applications. Use to provide a high level view of how multimedia interactions flow through various components like media servers, interaction queues, workbins, and workflows. In addition, an IPD functions as the starting SCXML page for both voice and multimedia interactions.

- **Context Services Blocks**. Context Services refers to an optional capability of Universal Contact Server and its Universal Contact Server (UCS) Database, a repository of customer-related service, and interaction-centric data (current and historical) from Genesys and third party sources.

- **eServices Blocks**. Use to create a routing workflow that performs specialized processing of multimedia (non-voice) interactions.

- **Flow Control Blocks**.

- **Link Tools**. Use to connect blocks in the order that the application should follow.

- **Routing Blocks**. Routing blocks specify a routing action to be performed with the current interaction, such as sending an interaction to a specific agent group.

- **Server Side Blocks**. Server-Side blocks provide the ability to interact with internal and external custom server-side pages, Web Services, and URLs. These blocks can be used to exchange data like VoiceXML and SCXML variables, JSON strings between GVP interpreter, and custom server-side pages.

- **Voice Treatment Blocks**. Voice Treatment blocks specify an action to be performed with the current interaction, such as playing music for the caller.

The **Common Blocks** section describes blocks that can be used by both routing and voice applications.