

GENESYS[®]

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Composer Help

Adding an Interaction Queue

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Starting with Release 8.1.410.14, you can use a queue defined in referenced Projects:

In the Project (A) containing the queue you want to use in another Project (b):

- 1. Add an Interaction Queue block to the interaction process diagram (IPD).
- 2. Publish the IPD so that the Interaction Queue gets published to the Configuration Server.
- 3. In the Project (b) where you want to use the interaction queue contained in Project A, open **Project Properties** > **Project References** and add a reference to Project A.
- 4. Edit the Queue property for a workflow block. You can now select queues defined in the Project A IPD as well as Project B IPD.

This feature is available via the following blocks/properties:

- Email Forward/ Output Queue
- Create SMS/Interaction Queue
- Email Response/Output Queue
- Route Interaction/ Queue For Existing Interaction
- Route Interaction/Queue for Outgoing Interaction
- Queue Interaction/ Interaction Queue Name
- Create email/ Output Queue
- Chat Transcript/Output Queue