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Composer Help

Common Properties for Workflow Blocks

Common Properties for Workflow Blocks

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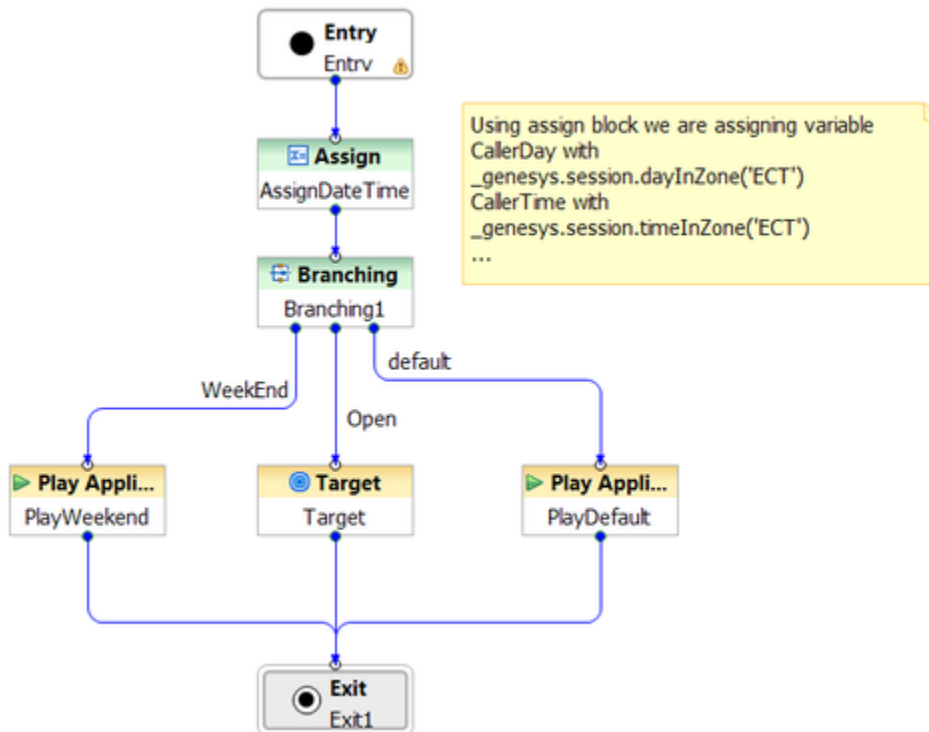
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The following properties are common to multiple blocks. Their descriptions are placed here to minimize duplication of content:

Block Notes Property

You have the option of entering a comment (see example).



This property is the equivalent of the IRD Object Comments feature.

Categories Property

Use this property to select individual categories and sub-categories of the Root Category to be used in the classification process.

1. Click under **Value** to display the ... button and open the Categories dialog box.
2. Click **Add** to open the Select Items dialog box.
3. From the **Type** dropdown menu, do one of the following:
 - If you are **connected to Configuration_Server**, select Configuration Server. Select one or more categories for the **Value**.

- Select **Literai** and enter the categories in the Value field. Use commas to separate the categories.
- Select **Variable** and select the variable that contains the categories from the Value field.

CC Property

Use this property to specify the CC addresses on the e-mail transmitting the chat transcript. The CC property is not allowed in the Email Response block when the Response Type property is set to Notification.

1. Click under **Value** to display the ... button and open the Select Cc Addresses dialog box.
2. Click **Add** to open the Select Items dialog box.
3. From the **Type** dropdown menu, do one of the following:
 - If you are **connected to Configuration_Server**, select Configuration Server. Select a Configuration Server E-mail Accounts Business Attribute for the Value.
 - Select **Literai** and enter the Cc address in the **Value** field.
 - Select **Variable** and select the variable that contains the Cc address from the **Value** field.
 - Select **Originating Email** and then select the value as **CC** or **To-all**. Originating Email is not applicable to the Email Forward (Forward type: Forward and Redirect), Send Email, and Chat transcript blocks.
 - Select **User Data** as the Type and **EmailAddress** for a value. User Data is not applicable for the Send Email block.
5. If applicable, repeat the above steps to add another e-mail address.
6. Click **OK** to close the dialog box.

Condition Property

The Condition property indicates that the log will be active only if the given condition is true at runtime. To provide a condition setting for a log:

1. Select the **Condition** row in the block's property table.
2. Type the condition to evaluate against.

For example, assume in Entry block, there is a variable "MyVar==3". Assume also that you would like to log the session ID (GVPSessionID variable in Entry block) for all sessions where MyVar=3. In this case you must set the condition to "AppState.MyVar=3". If this condition is true, then GVPSessionID will be written to the log, otherwise it will be ignored.

Destination Property

Use this property to specify the routing destination.

1. Click under **Value** to display the ... button and open the Destination dialog box.
2. Select one of the following:
 - **Block Reference.** For Value, specify any Target or Route Interaction block in the diagram where the Route property is set to False. When Destination is set to a Route Interaction block, the block-generated SCXML code automatically uses the following Route Interaction block properties: [Queue For Existing Interaction](#) and [Queue For Outgoing Interaction](#).
 - **Literal.** For Value, you can specify:
 - An agent: <agent id>
 - A place: <place id>
 - A DN: <number>
 - An e-mail address: <username>@<host> or _origin or _origin.all or _udata
 - A customer number: <dn number>
 - A target format addresses: <Target DN>

See the [Orchestration Server Documentation Wiki](#) for those literals that apply to multimedia interactions only.

- **Variable.** If the variable contains a string, see Literal above. If the value is a JSON object, Value can refer to:
 - An agent: {agent: "<agent id>", type:"A"}
 - An agent group: {agent: "<name>", type:"AG"}
 - A place: {place: "<place id>", type:"AP"}
 - A place group: {place: "<name>", type:"PG"}
 - A DN: {dn: "<number>", type:"Q or RP or DN", switch:"<switch name>"}
 - An interaction queue: {id: "<q name>", type:"iq" }
 - A workbin: {id: "<wb name>", type:"wb"<owner>"}
 - A customer number: {dn: "<number>"}
 - A target format addresses: [Resource Object](#) from the queue.submit.done event (the Target Block [Resource Selected](#) property).

See the [Orchestration Server wiki](#) for those literals that apply to multimedia interactions only.

- **Configuration Server** to select the from Switch//DN if [connected](#).
- **Resource** to select a resource using properties that will form a JSON object.

4. Click **OK** to close the Destination dialog box.

Detach Property

Use for multi-site routing. Controls whether the Orchestration Platform should <detach> an interaction from the current session before sending the e-mail with the chat transcript. When this property is set to true, the interaction is detached from the current session. The Chat Transcript block will always <detach> the new interaction before continuing with the current interaction.

Detach Timeout Property

Use to specify how long to attempt to <detach> if an initial attempt fails with an invalidstate error. Specify the timeout in milliseconds. If set to 0, no further attempt to detach is made. After the timeout, if the <detach> is not successful, no further attempts will be made and the block will attempt to reclaim the interaction back into the current session using <attach>.

Do Not Thread Property

Select **true** to instruct NOT to thread under another interaction (which is specified under key ParentID in the User Data) in the contact's history in the Universal Contact Server Database.

Email Server Property

Note: This property is not mandatory as the platform will choose an e-mail server if not provided. Select the Application name for the E-mail Server that URS should notify about the e-mail (via Interaction Server).

1. Click under **Value** to display the ... button and open the **Application Selection** dialog box.
2. The next step depends on whether you are connected to Configuration Server.
 - If you are connected, select **Configuration Server** from the **Type** dropdown menu. Select the name of the E-mail Server Java object from the **Value** field.
 - You can also select **Literal** and enter the name of the e-mail server in the **Value** field.
 - You can also select **Variable** and select the variable from the **Value** field.

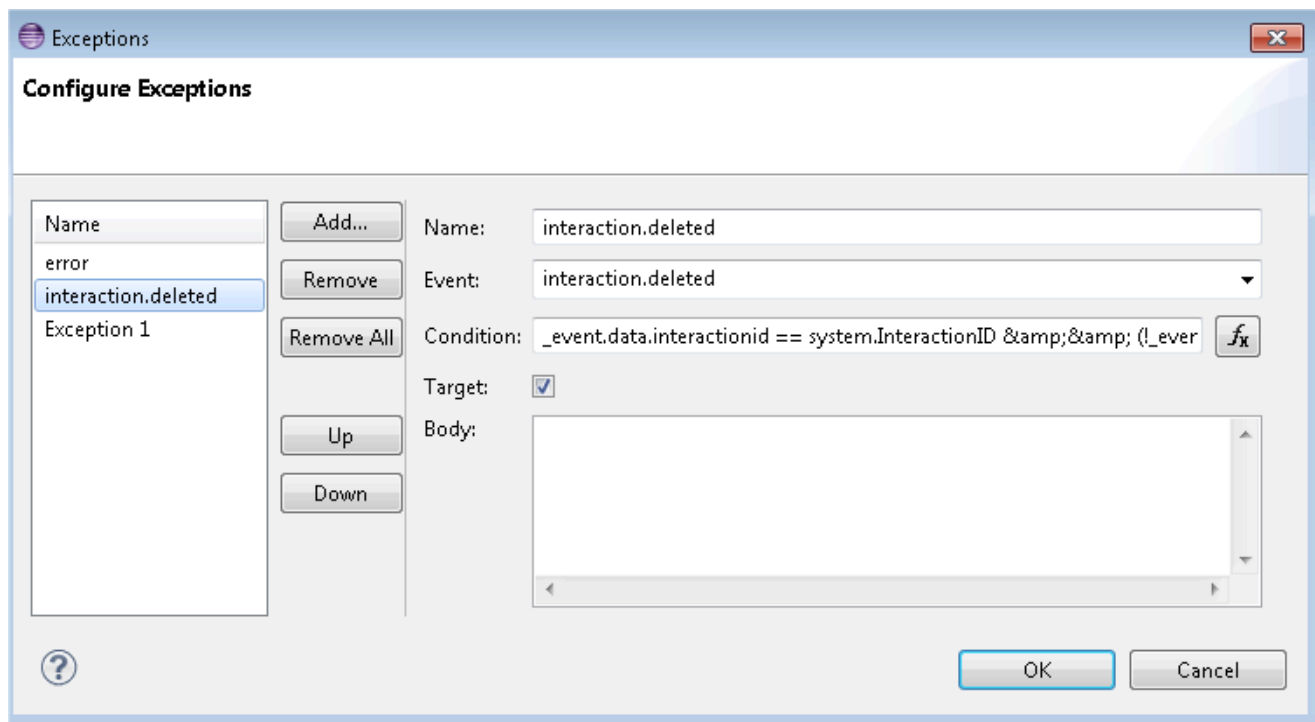
Enable Status Property

This property controls whether or not a block contributes code to the application. Diagrams visually indicate when a block is disabled. You may wish to use this property if there is a need to temporarily remove a block during debugging or, for other reasons during development, temporarily disable a block. This saves the effort of having to remove the block and then add it back later. You can also right-click a block and select **Toggle Enable Status**. The ORS Debugger skips over deactivated blocks.

Exceptions Property

Use this property to define which exceptions or events to handle.

1. Click opposite **Exceptions** under **Value**.
2. Click the ... button to bring up the Exceptions dialog box. The sample below shows the dialog with the `interaction.deleted` event selected.



Starting with 8.1.410.14, a result of guard condition check is now made when processing eServices/child interactions. The Entry block `interaction.deleted` event handlers are updated with the following guard conditions:

- Current interaction deletion.
- The `interaction.deleted` event is from an interaction deletion and not from a detach operation.


```
_event.data.interactionid == system.InteractionID && (!_event.data.resultof ||  
_event.data.resultof == 'deletion')
```

3. Click **Add** to add new exceptions/conditions.
4. For each exception, specify a unique name and an exception event. Also see [handling eServices Switchovers](#).
 - **Name**--Composer uses the name of the exception to label the output.
 - **Event**--Use to select the specific exception event.
 - **Condition**-- Added in 8.1.440.18. You have the option of entering a guard condition for this exception, which you define in [Expression Builder](#). The exception is selected only if the condition evaluates to true.
 - **Target**--If true, an exception port is created and the user can connect it to the block this exception will transition to when it is executed. If false, the exception will not cause a change in the state configuration when it is executed. The executable content contained in the exception will still be executed, so the exception will function as a simple exception event handler.
 - **Body**--(optional) Executable scxml code that will be executed when this event is received and any specified condition evaluates to true. This code is executed before any other blocks that are connected as this exception's event handlers.
5. When done with the dialog box, click **OK**.

Notes:

- Exceptions for Busy treatment blocks should be handled in the [Target block](#) to which they are connected and not in the Busy treatment blocks themselves. Busy treatment exceptions are raised as the `error.queue.submit` exception and not as exceptions listed in individual treatment blocks.
- Each block has its own predefined set of events on the Exceptions property dialog box. Genesys recommends that you not remove any of the predefined events from the **Supported** list.
- Before generating code, each supported event must be handled by connecting its red node on the side of the block to the input (input node) of another block.
- The events in the [Entry block](#) are global in scope.
- Events defined in other blocks are local to that block only. When an event is thrown, if a handler for that event is declared in the current block, that local event handler is called.
- If there is no local event handler for the event, but there is a global event handler declared in the Entry block, then the global event handler from the Entry block is called.

Enable Status Property

This property controls whether or not a block contributes code to the application. You may wish to use this property if there is a need to temporarily remove a block during debugging or, for other reasons during development, temporarily disable a block. This saves the effort of having to remove the block and then add it back later. You can also right-click a block and select **Toggle Enabled Status**.

Exclude Email Addresses Property

When sending a response, you may not want the email to copy in all the addresses (To, From) in the original email. Use this property to exclude specific email addresses that need to be removed from the "To" and "Cc" fields. Exclude Email Address is not allowed in the Email Response block when the Response type property is set to Notification and the Email Forward block with the Forward type property set to Forward.

1. Click under **Value** to display the ... button and open the Exclude Addresses dialog box.
2. Click Add to open the Select Items dialog box.
3. From the **Type** dropdown menu, do one of the following:
 - Select **Literal** and enter the address to exclude in the **Value** field.
 - If you are **connected to Configuration Server**, select Configuration Server. Select a Configuration Server E-mail Accounts **Business Attribute** for the **Value**.
 - Select **Variable** and select the variable that contains the address to exclude from the **Value** field.
5. If applicable, repeat the above steps to add another e-mail address.
6. Click OK to close the dialog box.

Field Codes Property

When using a standard response to render message text, use this property to assign values to Field Code variables that have been defined in **Knowledge Manager** (as described in the *eServices 8.1 User's Guide*) and used in that standard response. **Universal Contact Server** requires values for Field Codes when using standard responses that include Field Codes.

1. Click under **Value** to display the ... button and open the **Field Codes** dialog box.
2. Click **Add**. A second dialog box opens for specifying Field Codes and values.
3. Type the name of the Field Code.
4. Select **Literal** or **Variable**.
 - If you select **Literal**, enter the value for the Field Code.
 - If you select **Variable**, select the variable the contains the Field Code Value.

From Property

Use this property to specify the address to appear in the "From" field of the outbound e-mail. The From property is not allowed in the Email Forward block when the Response Type property is set to Forward or Redirect.

1. Click under **Value** to display the ... button and open the **Select From E-mail Address** dialog box.
2. From the **Type** dropdown, you have the following options:
 - If you are **connected to Configuration Server**, select **Configuration Server** from the dropdown menu. Select the from address from the **Value** field in the form of an Configuration Server **E-mail Accounts** Business Attribute.
 - Select **Literal** from the dropdown menu and then enter the From address in the **Value** field.
 - Select **Originating Email** and then select the value as **To**. Originating Email is not applicable in the Email Response block of Response type: Notification, Email Forward block of Forward type: Forward and Redirect
 - Select **Variable** from the dropdown menu and then select the variable that contains the from address.
4. Click **OK** to close the dialog box.

Include Original Message Into Reply Property

Select **true** or **false** to indicate if the text from the parent interaction copied into the forwarded e-mail.

Interaction ID Property

Set to a meaningful value or keep the default value, which is the system variable InteractionId.

Can be used for "interaction-less" processing for scenarios where the InteractionId variable is not automatically initialized, but instead must wait for an event. An example would be an SCXML application triggered by a Web Service that does not add an interaction.

Background: Previous to 8.1.1, Composer did not expose an Interaction ID property. Instead, when ORS started processing an interaction, a generated SCXML application automatically initialized the system variable, InteractionId. This variable was then used internally by Routing and certain eServices blocks when interacting with ORS.

With the introduction of support for Interaction-less processing, you can now define a specific event (**IPD** Event property) to initialize InteractionId, or not define an event at all.

For scenarios with an interaction (IPD Diagram/Event=interaction.present for example), you may keep the default value for the Interaction ID property. The default value is the system variable InteractionId, which is initialized automatically in this case.

For other scenarios (any scenario where the system variable InteractionId is not set), you may choose to:

1. Not use blocks that require an Interaction ID
2. And/or set the Interaction ID property to a meaningful value

3. And/or assign a meaningful value to the InteractionId system variable

Logging Details Property

Logging details contains the expression that will be logged at runtime by the ORS platform. If logging details are specified, then logging is generated for the block; if no logging details are specified, no logging is generated.

To create logging details:

1. Click the **Logging Details** row in the block's property table.
2. Click the ... button to open the **Logging Details** dialog box.
3. In the Logging Details dialog box, click **Add** to open **Expression Builder**.
4. Create an expression to be used for logging details, such as an expression based on the variables whose content you wish to log.

Log Level Property

To assign a value to the Log Level property:

1. Select the **Log Level** row in the block's property table.
2. In the **Value** field, select one of the following from the drop-down list:
 - **Project Default**. The block uses the project's default log level, which can be configured through the project properties.
 - **Info**. This is an Informational level to log application-specific data.
 - **Debug**. Debug level is used for application debugging.
 - **Error**. Error level is used to log error details.
 - **Warn**. Warning level is used to flag any application warnings.
 - **Alarm**. Alarm level is used to send the message as an alarm to the Genesys Management Framework.

Language Property

To set the active language:

1. Select the **Language** row in the block's property table.
2. Click under **Value** to display a down arrow.
3. Select one of the following languages:

- **English (US)**
- **Spanish**
- **Mandarin**
- **Cantonese**
- **Vietnamese**
- **French**
- **French (Canada)**
- **German**
- **Italian**
- **Japanese**
- **Korean**
- **Russian**

Name Property

The Name property is present in all blocks in Composer. The Name property is the first property for all blocks. Use the Value field in the **Name** property row of the block's property table to name the block.

- Block names should conform to ECMAScript and SCXML identifier naming conventions. There is no limit to the maximum number of characters.
- Names may consist only of numbers, letters, or initial underscores (_).
- Names should only begin with a letter or underscore.
- Except for the Entry and Exit blocks, you should give all blocks a descriptive name. For example, if an Input block asks the caller to input an account number, then the name of the block could be Input_Account_Number.
- The name of the block is used as the “Name” of the <form> tag that gets generated for that block.

To provide a name for a block:

1. Select the **Name** row in the block's property table.
2. In the **Value** field, type a block name that conforms to the restrictions above.

Orchestration Extensions Property

Starting with 8.1.4, Composer blocks used to build routing applications (with the exception of the Disconnect and EndParallel blocks) add a new ORS Extensions property. Use this property to add custom attributes into any/all states and sub-states for any block they are configured in. Add the ORS Extensions property to the Properties view for a selected block by clicking the **Show Advanced Properties** button.

Show Advanced Properties

When creating a new diagram in Composer perspective, this button appears on the right side of the Composer GUI, between the palette of blocks and the Properties view.



This property gives the ability to use any attribute **Orchestration Server** supports in addition to the SCXML standard. For information on these attributes, see the attributes prefixed with "_" in the **SCXML Elements** section of the *Orchestration Server Developer's Guide*. For example, you can specify additional attributes to be added into the SCXML <state> element, which Orchestration Server can then use to control **persistence** on a <state> level and for other functionality in the future.

Orchestration Options

Selecting Properties from the Project menu opens a dialog box showing the properties of the selected Project or of the Project that contains the selected resource. Select **Orchestration Options** to view other settings.

Output Queue Property

Select the output queue for the new interaction.

Only **interaction queues** that were created in the current Composer Project are shown for the Configuration Server values. The interaction queues are sorted per parent Interaction Process Diagram. To define the output queue:

1. Click under **Value** to display the ... button and open the Select an Output Queue dialog box.
2. Click the **Type** down arrow and do one of the following
 - If you are connected to Configuration Server, select **Configuration Server** and then select an output queue as the **Value**. The **Independent Objects > Same queue** choice allows you to put the outbound interaction in the same interaction queue that initiated the current interaction.
 - Select **Literal** and then enter the name of the output queue as the Value.
4. Click **OK**.

Output Result Property

Use this property to specify a variable where the new interaction will be saved. The results will then be available in other blocks in the application for further processing.

The format of returned data is JSON. Any post processing work to be done on returned results can be done in the existing **Assign block** which provides access to ECMAScript functions. It already supports writing simple or complex expressions to extract values out of JSON strings and arrays.

Prompts Property

Use the Prompts property to specify the audio prompts that are played to the caller in a Play Message or User Input block. You can specify prerecorded prompts, text, and several standard data types.

To add, delete, or arrange prompts:

1. Click the **Prompts** row in the block's property table.
2. Click the ... button to open the Prompts dialog box.
3. Click **Add** to enable **Prompt Type**, **Interruptible**, and **Value** fields.
4. From the **Type** drop-down list, select a Type: **Announcement**, **RecordedAnnouncement**, **FormattedDigits**, or **Text**. See table below.
5. **Interruptible**—Select **true** or **false**. Indicates whether the caller can interrupt the message. Instructs URS to send a message to T-Server indicating that the announcement is interruptible.
6. **Value***—Enter data for the selected Type.

Place the audio files in the Resources\Prompts\{APP_LANGUAGE} folder under the Java Composer Project. Audio files can be added to the project by copying and pasting from the Windows file system into the Java Voice Project in the Project Explorer.

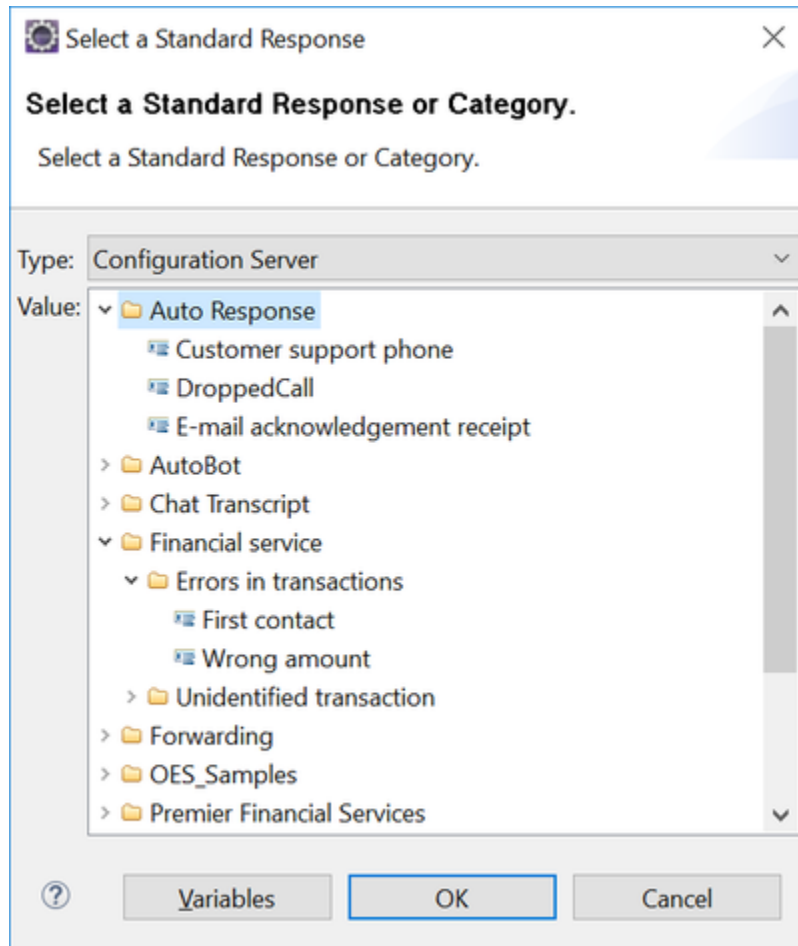
Note: By default, Genesys supplies .vox files only for mu-law 8Khz. If you are using any other audio format for playback of audio files, replace the files with the corresponding audio files in the required audio format.

Standard Response Property

Use this property to select the text from your eServices Knowledge Management **Standard Response** library. You can enter either a category code or a standard response identifier.

1. Click under **Value** to display the ... button and open the Select a Standard Response dialog box, which organizes standard responses by **categories**. Starting with 8.1.440.18, the dialog box for the eServices blocks that contain a Standard Response property shows a category/standard response tree as defined in **eServices Knowledge Manager**.
2. From the **Type** dropdown menu, do one of the following:

- If you are connected to Configuration Server, select **Configuration Server**. Expand the category. Then select the Standard Response identifier or category code. An example with a category selected is shown below.



- Standard Response property dialog box also gives the option of using a literal or variable. If you select **Variable**, select a variable containing one of the following:
 - A category code from a variable whose value is set to an existing category code in the form "gdata:config\\CA.<id>", where <id> is the category ID. Example: msgsrc=gdata:config\\CA.00005a5FS3GW005G
 - A standard response identifier in the form "gdata:config\\SR.<id>", where <id> is the standard response identifier. Example: msgsrc=gdata:config\\SR.00005a5FS3GW005A
4. If you select **Literai**, manually enter the category code or Standard Response identifier.
 5. Click **OK** to close the dialog box.

Subject Property

This property is enabled if the **Use Subject From SRL** property is set to **false**. Enter the subject to appear in the Subject field of the outbound interaction.

Tenant Property

This mandatory property is set by default to `Variable(TenantID)`, whose value is assigned by Orchestration Server. To override this value, click the button to open the Tenant dialog box where you can select another variable to contain the TenantID or enter the value as a literal.

Note: UCS will fail executing the requested task if passed the `Tenant_Name` instead of the `TenantID`.

To Property

Use this property to specify the address to which the interaction is to be sent. See the [Getting Using Email Addresses](#) topic for information on getting the e-mail address of a customer using Context Services blocks and using it in the **To** property. Also see the Note below.

1. Click under **Value** to display the ... button and open the Select To E-mail Address dialog box.
2. From the **Type** dropdown menu, you have the following options:
 - If you are [connected to Configuration_Server](#), select **Configuration Server**. Select the to address from the **Value** field in the form of an Configuration Server E-mail Accounts Business Attribute. Select **User Data** as the Type and **EmailAddress** for a value.
 - Select **Literal** and enter the To address in the **Value** field.
 - Select **Originating Email** (only for the Email Response block with Response Type as Auto Response or Acknowledgement and only for the Email forward block with Forward type as Reply to Customer) and then select the **Value** as **From** or **To - all**.
 - Select **Variable** from the dropdown menu and then select the variable that contains the To address.
4. Click **OK** to close the dialog box.

Universal Contact Server Property

Specify the Universal Contact Server to use.

1. Click under **Value** to display the ... button and open the Application Selection dialog box.
2. The next step depends on whether you are connected to Configuration Server.
 - If you are connected, select **Configuration Server** from the **Type** dropdown menu. Select

the name of the Universal Contact Server object from the **Value** field. If not connected:

- Select **Literal** and enter the name of the Universal Contact Server in the **Value** field.
- Or select **Variable** and select the variable from the **Value** field.

Update Interaction User Data Property

Select **true** to have the UCS returned values be attached to the interaction User Data in the form of key-value pairs; otherwise select **false**.

When set to **true**, the following user data key-values are added to this interaction's user data:

- **ContactCreated**: true or false.
- **NumberOfContactsFound**: Number of contacts identified with the given User Data.
- **ContactIdList**: A string or an array of strings with the list of matching contact IDs. Note: if the **Return Unique** property is set to true, **ContactIdList** is not returned if multiple contacts are identified.

Update User Data Property

Select **true** to have the contact attribute values returned by the Universal Contact Server be part of the User Data of the response.

Select **false** to have the contact attribute values returned by the Universal Contact Server be part of the parameters of the response.

Universal Contact Server returns contact attribute values only when a unique contact is found/created. Also note the following:

- If a unique contact is identified or created and this property is false, the contact attribute values will also be returned in the parameter part of the ESP response and will be added in the interaction's User Data as well.
- When this property is set to **true** AND if a unique contact is identified or created, Universal Contact Server returns the contact attribute values in the User Data part of its response. The User Data part of the response is automatically added to the interaction's User Data.
- If this property is set to **false** AND a unique contact is identified/created, the contact attribute values are passed back to the Orchestration platform in the parameter part of the response. In that case, you might choose to add them to the interaction's User Data by setting the Update Interaction User Data property.
- Regardless of the value of the Update User Data property, Universal Contact Server ALWAYS returns the contact ID in the User Data part of its response to Orchestration Server when a unique contact is identified/created.

Uri Property

The Uri property specifies the Location of the Method or File depending on the value of the **Type** property.

To set a URL destination for the Uri property (Type property is set to URL):

1. Select the **Uri** row in the block's property table.
2. In the **Value** field, type a valid URL, or select a **variable** from the drop-down list.

To set a Project destination for the Uri property (Type property is set to **ProjectFile**):

1. Click the **Uri** row in the block's property table.
2. Click the  button to open the Uri dialog box.
3. Select a workflow in the list.
4. Click **OK** to close the dialog box.

Use Subject From SRL Property

Select **true** or **false** to indicate whether to get the e-mail Subject from the Standard Response Library.

Variables Mapping Property

Use this property to map individual contact attribute values to variables.

Note:

- Contact attribute values are returned only when a unique contact is identified.
- Only primary contact attribute values are returned.

To use variables mapping, open the **Variables Mapping** dialog box.