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## Composer Help

[Composer Product Videos](#)

## Composer Product Videos

This page contains Composer product videos. Stay tuned for more videos to come. To request a video, please email [Techpubs.webadmin@genesyslab.com](mailto:Techpubs.webadmin@genesyslab.com).

### Composer Installation Video

Below is a video tutorial on **Composer 8.1.4 Installation**. Depending on the flavor of Eclipse you have installed, your interface may appear slightly different than that shown in the video.

[Link to video](#)

### Getting Started After Installation

This tutorial shows how to immediately get familiar with Composer by using a sample application.



### Uninstalling Composer

This video tutorial shows how to uninstall Composer when you want to install a later version.

[Link to video](#)

## Moving to Composer from IRD

A video on using Composer to create routing strategies instead of IRD and the similarities between the two.

[Link to video](#)

## Introduction to the Interface

Below is a video that can function as a brief introduction to the Composer user interface.

[Link to video](#)

## Using Templates to Create a Routing Workflow

Below is a video tutorial on using Composer templates to create a workflow that routes interactions to targets based on a percent allocation.

[Link to video](#)

## Integrated Voice and Route Application

This video shows an example workflow that integrates GVP voice self-service with Orchestration routing.

[Link to video](#)

## Defining Agents, Agent Groups, and Skills

This video shows how Agent, Agent Group, and Skill objects are defined in [Genesys Administrator](#) prior to using them for skills-based routing in Composer.

[Link to video](#)

## Skills-Based Routing

This video presents a simple example of the Composer aspect of routing chat interactions to Agent Groups. This example is based on a multimedia interaction (chat), which uses Composer's [Route Interaction block](#), Targets property. A voice interaction uses the [Target block](#) and properties, such as the Targets property. Once ORS/URS identify a routing target, [other servers](#) are involved in the process of delivering the interaction to the agent desktop.

[Link to video](#)

## Debugging VoiceXML Applications

Below is a video tutorial on [debugging VoiceXML applications](#).

### Important

While the interface for Composer in this video is from release 8.0.1, the steps are basically the same for subsequent releases.

[Link to video](#)

## Deploying a Composer Application to a Web Server

Below is a video tutorial on exporting and [deploying a Composer application](#) to a web server.

### Important

While the interface for Composer in this video is from release 8.0.1, the steps are basically the same for subsequent releases.

[Link to video](#)

## Using the Database Blocks

Below is a video tutorial on using the [Database Blocks](#).

### Important

While the interface for Composer in this video is from release 8.0.1, the steps are basically the same for subsequent releases.

[Link to video](#)

## Creating a Simple Grammar

Below is a video tutorial on [building a simple grammar with the Grammar Menu block](#).

### Important

While the interface for Composer in this video is from release 8.0.1, the steps are basically the same for subsequent releases.

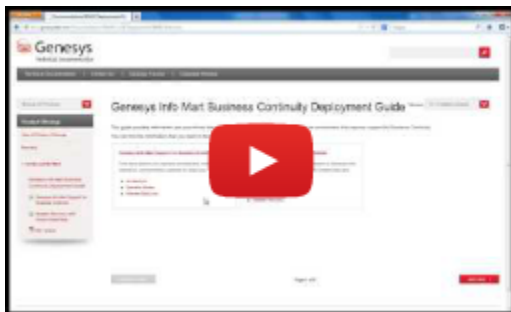
[Link to video](#)

## Using the Web Service Block

Below is a video tutorial on using the Web Service block.

### Tip

While the interface for Composer in this video is from release 8.0.1, the steps are the basically the same for subsequent releases.



## Refactoring Variables

Below is a video tutorial on automatically refactoring variables.

### Important

This feature is available from version 8.1.450.33 only.



## Using Bulk Manager

Below is a video tutorial on using the Bulk Manager wizard.

### Important

This feature is available from version 8.1.450.33 only.

