Composer Help

Create Interaction Block

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Create Interaction Block

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Use this block to create an interaction record in the Universal Contact Server Database, for a customer contact. This saves the current interaction being processed in the database.

> **Tip**
>
> For "native" Genesys interaction types such as e-mail and chat, interactions are automatically created in the Universal Contact Server (UCS) database. The Create Interaction block would be used primarily for creating interactions in UCS when there are new interactions coming into the Genesys system through the Open Media interface. This is the primary mechanism for making interaction data available to an agent desktop application.

Use Case

1. An incoming fax initiates a routing strategy (routing workflow).
2. The fax server has OCR (character recognition) to extract the customer details from the fax. These are identified and attached to the interaction.
3. The routing strategy creates an interaction in the UCS database, associated with this customer.

The Create Interaction block has the following properties:

Name Property

Find this property's details under Common Properties.

Block Notes Property

Find this property's details under Common Properties.

Data MIME Type Property

Use this property for an interaction with binary content to specify the MIME Type for the binary content. Click the down arrow and select one of the following MIME types or a variable that contains the MIME type. This information helps Agent Desktop Application to choose the proper application to process or display the binary part of the interaction. This field cannot be empty if the Data User Data Key Property contains a value.

application/msword	audio/mpeg	message/sipfrag

application/octet-stream	audio-mpeg4-generic	message/tracking-status
application/postscript	image/g3fax	multipart/alternative
application/rtf	image/gif	multipart/form-data
application/vnd.ms-powerpoint	image/jpeg	multipart/mixed
application/vnd.ms-project	image/tiff	multipart/parallel
application/vnd.visio	message/delivery-status	multipart/voice-message
application/voicexml+xml	message/http	text/html
application/xml	message/news	text/plan
application/xml-dtd	message/partial	text/richtext
application/zip	message/rfc822	text/xml
audio/basic	message/sip	

Data User Data Key Property

If the interaction contains binary data, select the variable that contains the UserData key whose value is the interaction binary content.

Structured Text MIME Type Property

If the interaction contains structured text, use this property to specify the MIME type. Select the variable that contains the MIME type for the interaction's structured text or select one of the following:

- **text/html**
- **text/plain**
- **text/rich text**
- **text/html**

What you select here assists the Agent Desktop Application in choosing the proper application to process or display this part of interaction. This field is mandatory if the Structured Text User Data Key property contains a value.

Structured Text User Data Key Property

If the interaction contains structured text, select the variable that contains the User Data whose value is the interaction structured text. The value will be stored in the Universal Contact Server Database as interaction's structured text.

Text User Data Key Property

If the interaction contains plain text, select the variable that contains the User Data key whose value is the interaction plain text. The value will be stored in the UCS Database as the interaction's plain text.

Exceptions Property

Find this property's details under Common Properties.

Also see ExceptionEvents for eServices/UCS Blocks. Exceptions supported: 201, 202, 203, 204, 502, 512, 701, 710, 716, 732.

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.

Orchestration Interaction ID Property

Select the variable that contains the interaction identifier for Orchestration Server.

Output Interaction ID Property

Select the variable that contains the identifier for the created interaction.

Bind With Contact Property

Select true to have Universal Contact Server look for a customer contact record and associate it with the interaction. If a contact record is not found, it will be created.

Can Be Parent Property

Select true if this interaction can have child interactions.

Do Not Thread Property

Find this property's details under Common Properties.

Tenant Property

Find this property's details under Common Properties.

Universal Contact Server Property

Find this property's details under Common Properties.

Update Interaction User Data Property

Find this property's details under Common Properties.

ORS 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.