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Composer Help

Create User Announcement Block

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Use this block to record a caller announcement. The treatment device returns an announcement ID (User ID property) for the newly created announcement, which the application can use later to trigger playback of the announcement in other treatment blocks that support playing prompts. The Create User Announcement 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](#).

Exceptions Property

Find this property's details under [Common Properties](#).

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](#).

Device ID Property

If specified, ORS will play treatments itself; otherwise, treatment playing is delegated to URS. The device should specify the DN where the call is currently located. If the call is on multiple DNs, specify the DN for which the treatment will be applied. Users can enter a value or select any runtime variable from the dropdown.

Extensions Property

Select the variable to retrieve extensions data in event `dialog.createann.done` as described in the *Orchestration Developers Guide*, Orchestration Extensions, Dialog Log Interface section of the [Orchestration Server Documentation Wiki](#).

Hints Property

This property is for future use by Orchestration Server. Its use will be described in various action elements reference in the Orchestration Server wiki.

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 Wait For Event** property) to initialize `InteractionId`, or not define an event at all. For scenarios with an interaction (IPD Diagram/Wait For 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


Announcement ID Property

Select the variable (**Project or workflow**) that contains the identifier for the created announcement.

This application variable may be used later in other blocks to work with the caller announcement created in this block. The Delete User Announcement block will accept this variable if you wish to delete this announcement.

Prompts Property

This property lets you define a series of elements (prompts), which are pieced together. Each prompt can be described as interruptible or non-interruptible.

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 add a prompt.
4. Under Type, select one of the following:
 - **Announcement--Plays** an announcement to the calling party. In this case, the Value field contains a number of elements (from 1 to 10). Each element is named with a number ranging from 1 to 10 and contains a number of entries describing announcement elements. Announcement prompts do not have a user association.
 - **FormattedDigits**--Used to collect digits from the caller.
 - **Text**--Essentially the same as Announcement, except all elements are of type text. This option does not allow mixing recorded announcements with text-to-speech. Use when Announcement is not supported.
 - **User Announcement**-- Announcements with a user association previously created with the Create User Announcement block can be played via this type of prompt.
5. Under **Interruptible**, select true or false to indicate if the caller can interrupt the message .
6. Under **Value**, enter the prompt parameters.
7. Click **Add** again to enter another prompt, or click **OK** to finish.

Abort Digits Property

Select the variable to contain up to 2 digits that the caller can use to abort the recording process. If aborted, an error event is generated.

Reset Digits Property

Select the variable to contain a sequence of up to 2 digits that the caller can use to restart the recording process and discard any recording made up to that point in this block will be discarded. This is not an error condition.

Start Timeout Property

Select the variable to contain the number of seconds that the routing platform should wait for the caller to start recording the announcement.

Termination Digits Property

Select the variable to contain a sequence of up to 2 digits that the caller can use to indicate the end of the recording process. This indicates a success case.

Total Timeout Property

Select the variable to contain the number of seconds for which the routing platform should wait for the caller to complete recording.

Request ID Property

Select the variable to hold the ID associated with the treatment request from the orchestration application or the resource.

Wait For Treatment End Property

Select true or false.

- If true, the transition to the next block occurs when the treatment is finished (or if a timeout occurs).
- If set to false, processing goes to the next block once the treatment is successfully started instead of waiting for the treatment to complete. The Request ID variable holds the ID of the treatment.

User ID Property

Select or enter the variable to contain the user identifier to be associated with this recording. This can be used to trigger playback of the recording in other treatment blocks that support playing prompts.

Important

You can also specify a path manually. But only relative paths (that is, relative to the directory that is configured for recordings) are supported for this property. For example, `file://RecordingFolder\2111`.

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.