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Composer Help

eServices Blocks

eServices Blocks

The eServices blocks are used to create a routing workflow for specialized processing of multimedia interactions. Also see the topic: [IRD Functionality Included in Composer](#).

Composer Route Block Name	Block Has Usable Output Data to be used in App?	Purpose
Analyze	Yes	Starting with release 8.1.410.14, Composer adds an Analyze block for enhanced content analysis.
Chat Transcript	Yes	Generates a reply e-mail to a chat interaction and attaches a chat transcript.
Classify Interaction	Yes	Classifies a text-based interaction based on content, and attach one or more Classification categories to the interaction.
Create E-mail	Yes	Creates an e-mail to be sent out
Email Forward	No Redirect E-mail Reply from External Resource	The Forward Type property specifies the type of functionality by allowing you to select Forward, Reply to Customer, or Redirect.
Email Response	Auto-acknowledgement Autoresponse Create Notification	Combines the functionality of IRD's Acknowledgement, Autoresponse, and Create Notification objects.
Create Interaction block	Yes	Creates an interaction record in the Universal Contact Server Database for a customer contact.
Create SMS	Yes	Creates a Short Message Service (SMS) message via an external SMS server
External Service(ESP)	Yes	Exchanges data with third party (non-Genesys) servers that use the Genesys Interaction SDK or any other server or application that complies with Genesys Interaction Server (GIS) communication protocol.
Find Interactions	Yes	Get the list of interactions matching some specific condition.
Identify Customer	Yes	Identifies a contact based on the interaction User Data . Returns a list of matching Contact IDs based on the User Data. Creates

		a contact record in the UCS Database or update the UCS Database record of the matching contact
Queue Interaction	No	Places a non-voice interaction in an existing queue
Route Interaction	No	Sends a non-voice interaction to one or more target objects: Agent, AgentGroup, PlaceGroup, Skill, or target contained in a variable.
Render Message	Yes	Requests Universal Contact Server to create message content.
Send E-mail	No	Sends an -email message created with Create E-mail block
Screen Interaction	Yes	Screens a text-based interaction for specific content (specific words or patterns)
Set Agent State	No	Dynamically manage agent resource states via ESP methods.
Send SMS	No	Send an SMS message created using the Create SMS block
Stop Interaction	No	Sends a request to Interaction Server to stop processing this interaction.
Update Contact	No	Updates customer profile information in the UCS Database, based on data attached to an interaction.
Update Interaction	No	Sends a request to Interaction Server to update or delete interaction attributes.
Update UCS Record	No	Updates the properties of an interaction in the Universal Contact Server database. Can be used for both interactions currently in process and interactions already processed.

Important

For the Create Email, Email Forward, Email Response, Send Email, Chat Transcript, and CreateSMS blocks, Orchestration Server does not copy User Data from any Interaction into an outgoing ESP request. Currently there is no attribute support to overwrite this behavior. If User Data must be included as part of the above blocks, use **External Service blocks** or **SCXML State blocks** to directly call the ESP methods (\\CFGEmailServer\\Email\\Forward and \\CFGEmailServer\\Email\\Send).

Special Note on Validation and Off-Line Mode

When using Composer in offline mode (not [connected to the Configuration Server](#)), you can edit block properties that depend on information from Configuration Server. Later, when you connect to Configuration Server and validate the Interaction Processing diagram, Composer will validate the values you entered in off-line mode.

eServices ECMAScript Functions

These functions are available for use in [Expression Builder](#).

- For classification segmentation, an [ECMAScript function](#) determines if a particular category name or ID exists in the array of category objects represented by an application variable. This variable can be the output of the Classify Interaction block, enabling the Branching block to be used for segmentation based on category.
- For manually attaching categories to an interaction, the [User Data block](#) can be used and then a branching block can be (optionally) used to segment interactions to different logical branches based on the different categories.

For a summary of the eServices blocks, see [Composer Equivalent to IRD Multimedia](#).