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Composer Help

Enter State Block

Enter State Block

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Use the Enter State block to mark the entry of the application into a specified **state** in the context of a **service**.

Service State Definition

Throughout their lifecycle, business services to customers proceed through a series of well-defined states (see list below). In order to personalize and properly orchestrate a service to a customer, Universal Contact Server must record when each of these predefined states is entered. For example, a company might have the following service states:

- Customer identification
- Service identification
- Assign service agent
- Waiting for service agent
- Offering another service while waiting for agent
- Offering callback
- Callback pending
- Delivering service
- Waiting for customer input
- Offering another service while delivering service

To implement these states you could create a State Business Attribute and map the above State.types to it. The list of Business Attribute values will then be available from the State Type property of this block. Note: The exact sequence of states depends entirely on the way in which the customer service application (such as an IVR or Agent Desktop application) is written.

Tip

If using Context Services 8.5, the database for service/state information is the Genesys Mobile Services database. If using Context Services 8.1, the database for service/state information is the Universal Contact Server database. For more information, see [General Guidelines for Context Services Preferences](#).

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The Enter State block has the following properties. The behavior of some properties will vary depending on whether you are in **offline or online mode**.

Name Property

Find this property's details under [Common Properties for Callflow Blocks](#) or [Common Properties for Workflow Blocks](#).

Block Notes Property

Find this property's details under [Common Properties for Callflow Blocks](#) or [Common Properties for Workflow Blocks](#).

Extensions Property

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

Exceptions Property

Find this property's details under [Common Properties for Callflow Blocks](#) or [Common Properties for Workflow Blocks](#). You can also define [custom events](#).

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](#).

State ID Property

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

Application ID Property

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

Application Type Property

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

Estimated Duration Property

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

Media Type Property

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

Resource ID Property

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

Resource Type Property

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

Use Server Timestamp Property

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

Service ID Property

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

Previous State ID Property

Use this property to specify the ID of the state that came before this one.

1. Click under Value to display the  button.
2. Click the  button to open the Previous State ID dialog box.
3. Select **Literal** or **Variable** from the **Type** dropdown menu.
 - If you select **Literal**, enter the Previous State ID associated with the service.
 - If you select **Variable**, select a variable that contains this information.

State Type Property

Use this property to filter for specific service state types.

1. Click under Value to display the  button.
2. Click the  button to open the State Type Selection dialog box.
3. Select one of the following from the **Type** dropdown menu:
 - Context Services. Select the State Type identifier for **Value**. If Context Services attributes have been mapped to Configuration Server Business Attributes, you can select a State Type DB ID.
 - **Literal**. Enter the State Type ID.
 - Variable. Select the variable that contains the State Type ID.

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.