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Composer Help

Flow Control Blocks

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In an IPD, when an interaction is submitted from an **interaction queue** to a routing **workflow**, you can create multiple views per queue, with each **view** having its own set of conditions and managing submission of an interaction to a separate routing workflow. To support multiple views per interaction queue, the following Flow Control blocks are available when **creating an IPD**:

- **Branching**
- **ECMAScript**
- **Log**

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.