



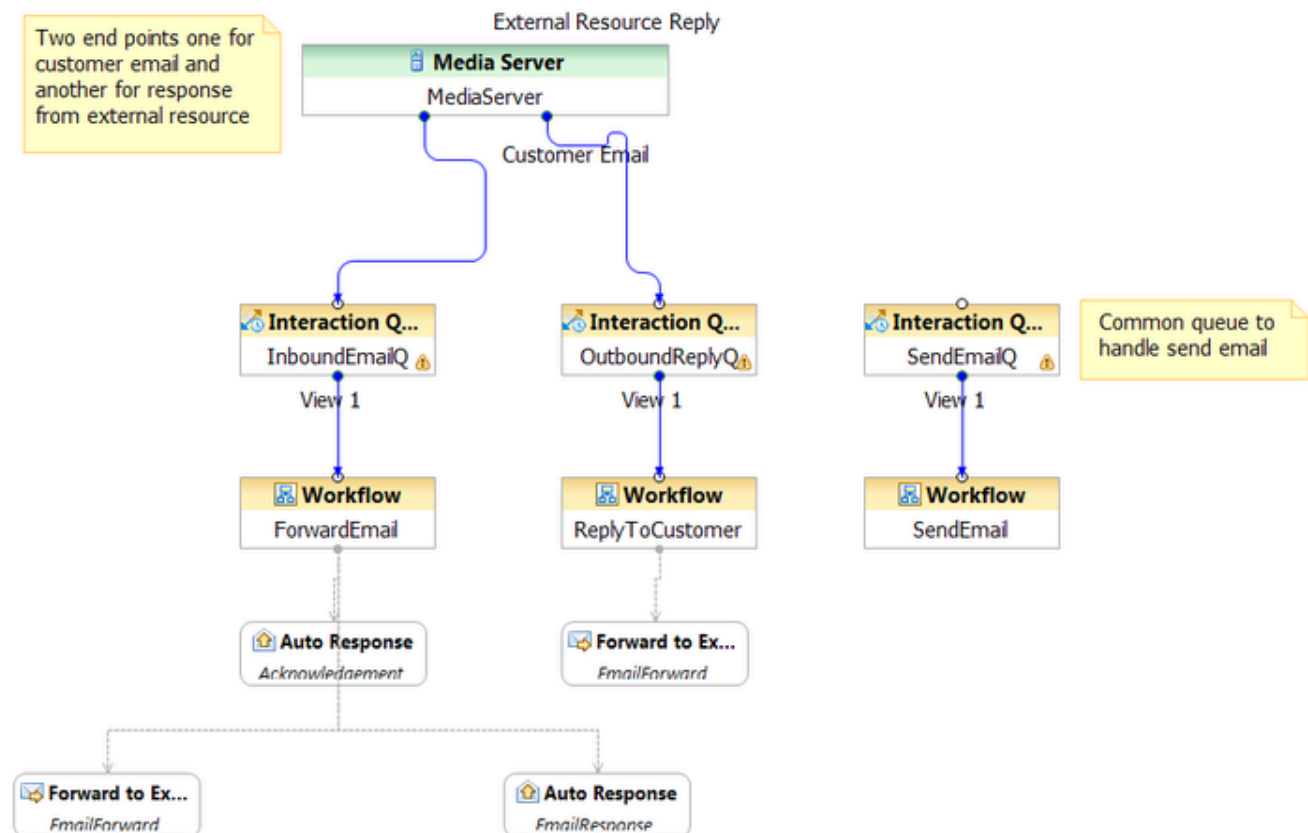
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Composer Help

[Forward to External Resource Template](#)

Forward to External Resource Template

This template demonstrates screening a customer e-mail to see if it describes a known problem so that a standard (automatic) response can be sent to the customer. If the e-mail does not describe a known problem, then an acknowledgement e-mail is sent to the customer and the customer's e-mail is forwarded to an external resource (such as an expert or knowledge worker) for a reply. When the reply is received from the external resource, the reply is forwarded to the customer. The template is shown below.



1. The **interaction process diagram** (IPD) starts with a Media Server block, which defines Customer E-mail and External Resource Reply **endpoints**. Defining two endpoints allows e-mails arriving from customers and external resources to get into the appropriate **interaction queues**.
2. In the first column of blocks in the IPD, the InboundEmailQ queue sends e-mails to a Workflow block, which points to the CreateForwardEmail.workflow. The workflow first screens the incoming customer e-mail using a **Screen Interaction block**.
 - If a screening rule match is found, an e-mail response is sent to the customer. This is achieved by using an **E-mail Response block** with the Response Type property set to Autoresponse. The Output Queue property is set to SendEmailQ, which allows the newly

created e-mail to be queued and processed by `SendCreatedEmail.workflow`.

Note: The `SendEmailQ` queue is used by all the e-mails created in this sample (even though it is not explicitly stated in order to avoid duplication). In cases where the `Output Queue` property is not specified, the system interaction queue is used and the e-mail is automatically sent out by `Orchestration Server`. Though this latter approach does not allow for any further processing before the e-mail is sent out, it is a satisfactory approach for many scenarios.

- If a screening rule match is not found, the workflow sends an acknowledgement to the customer and the customer e-mail is forwarded to the external resource.
3. An `E-mail Response` block is used for the acknowledgement e-mail with the `Response Type` property set to `Acknowledgement`.
 4. An `E-mail Forward` block is used to forward the e-mail to the external resource with `Forward Type` set to `Forward`. At this point, the external resource is expected to respond back with a reply to the forwarded e-mail.
 5. The second column of blocks in the IPD is used for processing the reply from the external resource. The `External Resource Reply` endpoint directs the reply from the external resource into the `OutboundReplyQ` queue. This queue then directs the reply into the `ReplyToCustomer Workflow` block, which points to the `CreateReplyToCustomerEmail.workflow`. This workflow uses the `Email Forward` block with `Forward Type` set to `ReplyToCustomer` with a `Standard Response` to format the customer reply. It also defines the `To` address (`Originating Email -- From`) specifying that the e-mail is to be sent to the same address from which the incoming customer e-mail originated. The reply e-mail then goes to the `SendEmailQ` queue.
 6. The third column of blocks in the IPD is used for sending the reply e-mail to the customer. The `SendEmailQ` queue is connected to the `SendEmail Workflow` block, which points to the `SendCreatedEmail.workflow`. This workflow contains a **Send E-mail block** used for sending the external resource reply to the customer.