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Composer Help

ICM Interaction Data Block

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ICM refers to a Cisco product called Intelligent Contact Management, which provides intelligent routing and Computer Telephony Integration. You can use the GVP ICM Adapter in VoiceXML applications when invoking services, responding to requests, and sharing data. Use this block to send interaction data to ICM. It functions the same way as the existing [Interaction Data block](#). Composer uses the VXML <gvp:send> tag to implement the ICM Interaction Data functionality.

ICM Variables

Voice Projects have a [Project-level flag \(Enable ICM\)](#) which controls whether ICM variables are available for selection and assignment to variables within Composer's [Entry block](#). The Exit block's [Return Values](#) property dialog allows you to select the ICM variables to be returned. You can also set the Enable ICM flag by right-clicking the Project in the Project Explorer, selecting **Properties**, and **ICM Support**. The types of variables supported by ICM are:

- CED--This is a single variable with the name ICM_CED. It is automatically added to the variables list in the Entry block.
- Call variables--There are 10 CallVars, with names ICM_CallVar1 through ICM_CallVar10. They are automatically added to the variables list in the Entry block.
- ECC variables--These are user-named variables, which are identified by having a prefix of ICM_ECC_user; for example, ICM_ECC_userMyVariable. In the [Application Variables dialog](#), you can enter the names of the variables with or without the prefix. Composer provides a mechanism to automatically add the prefix.

Note: In all cases, the Enable ICM flag must be set for ICM variables to be selectable in the Entry block. The ICM Interaction Data block has the following properties:

Name Property

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

Block Notes Property

Can be used for both callflow and workflow blocks to add comments.

Exceptions Property

Find this property's details under [Common Properties](#). The ICM Interaction Data block has the following [exception events](#):

- error.com.genesyslab.composer.receiveerror

- `error.com.genesyslab.composer.operationtimeout`
- `error.com.genesyslab.composer.unsupported` (pre-selected as a default exception)
- `error.com.genesyslab.composer.invalidkey`

Values Property

The Values property holds the list of variables to be fetched or sent. The name of the variable must match the UserData key name. To select values:

1. Click the Values row in the block's property table.
2. Click the  button to open the Values dialog box.
3. Select individual global **variables**, or click Select all or Deselect all.
4. Click OK.

Condition Property

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

Logging Details Property

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

Log Level Property

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

Enable Status Property

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