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Composer Help

Branching Common Block

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The Branching block is used for both routing and voice applications. For an example of using the branching block in a strategy, see the [Your First Application](#) topic. Use the Branching block as a decision point in a callflow or workflow. It enables you to specify multiple application routes based on a branching condition. Depending on which condition is satisfied, the call follows the corresponding application route. A default path is automatically created once the conditions have been defined. If the application cannot find a matching condition, it routes the call to the default flow. **Note:** To support creating multiple [views](#) per interaction queue, the Branching block is available when [creating an IPD](#).

Date/Time Functions

You can open [Expression Builder](#) from the [Condition](#) property and access the following date/time URS functions (**Data Category=URS Functions > Data Subcategory=genesys**):

- `_genesys.session.timeInZone(tzone)`
- `_genesys.session.dayInZone(tzone)`
- `_genesys.session.dateInZone(tzone)`
- `_genesys.session.day.Wednesday`
- `_genesys.session.day.Tuesday`
- `_genesys.session.day.Thursday`
- `_genesys.session.day.Sunday`
- `_genesys.session.day.Saturday`
- `_genesys.session.day.Monday`
- `_genesys.session.day.Friday`

The Branching block has the following properties:

Exceptions Property

The Branching block has no page exceptions.

Name Property

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

Block Notes Property

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

Condition Property

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

Conditions Property

Selecting this property open a dialog box with Name, Expression, and Post Action columns. Here you have the option of specifying some ECMAScript code to be executed when a condition evaluates to true and the branching path is selected. Any javascript code you type in Post Action column will be executed as part of the <transition> body related to the condition.

Exceptions Property

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

Ignore Script Errors Property

This property is related to the Conditions property, Post Action column. Any scripting error raised while executing the Post Action code is discarded when the Ignore Script Errors property is set to true.

Logging Details Property

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

Log Level Property

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

Enable Status Property

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

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.