Composer Help

Single Step Transfer Block

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Single Step Transfer Block

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Use this block for both voice and multimedia interactions to force Universal Routing Server (URS) to route the interaction to the first target type (ACD Queue, Destination Label, or Routing Point) without any other operations. The interaction is then routed unconditionally, i.e., URS does not check the status of the destination. Warning! Force should always be thought of as a last plan of action and therefore used infrequently. The Force Route block has the following properties:

Name Property

Find this property's details under Common Properties.

Block Notes Property

Find this property's details under Common Properties.

Destination Property

Use this property to specify the routing transfer destination. Find this property's details under Common Properties.

Exceptions Property

Find this property's details under Common Properties.

From Property

A value expression, which returns the address that this interaction is to be redirected from. Set this property to the variable DNIS for voice interactions, or to the variable InteractionID for multimedia interactions. Composer will automatically set this property to DNIS or to InteractionID when the Destination property is set (respectively) to a Target Block or to a Route Interaction block. This property also supports a Resource type,which allows you to specify key-values. For additional information, see the Force Route Block.

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.

Interaction ID Property

This property specifies the ID of the Interaction to detach from this ORS session. Set to a meaningful value or keep the default value, which is the system variable InteractionId. Find more details under Common Properties.

Hints Property

This property is for future use by Orchestration Server. Its use will be described in various action elements reference in the Orchestration Server wiki.

Detach Property

Use for multi-site routing. Controls whether the Orchestration Platform should <detach> an interaction from the current session before routing to the specified targets. When this property is set to true, the interaction is detached from the current session.

Detach Timeout Property

Use to specify how long to attempt to <detach> if an initial attempt fails with an invalidstate error. Specify the timeout in milliseconds. If set to 0, no further attempt to detach is made. After the timeout, if the <detach> is not successful, no further attempts will be made and the block will attempt to reclaim the interaction back into the current session using <attach>.

Pass Context

This property accepts true/false values. When set to true and Detach is also true:

- URL built with the block name is stored into this interaction's user data (user data key name is '_composer_originating_session') just before detaching the interaction. That URL will be used by the orchestration destination session (that is the new orchestration session started to handle the interaction after it was redirected to an other routing point) to request the context of the originating session. After the processing for this block is over, the originating session is blocked until the destination session actually reads the context. The context consists of the system and user variables.

Pass Context Timeout

This property can be passed a positive integer value or a variable. This is the maximum time to wait (in seconds) for the destination session to read the originating session's context.

Enable Status Property

Find this property's details under Common Properties.