GENESYS™

This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Composer Help

Welcome

12/16/2025

Welcome

Welcome to the Composer 8.1.5 Help. Composer is an Integrated Development Environment (IDE), based on Eclipse, for developing:

- Routing applications for the Genesys Orchestration Platform 8.x (ORS)—which takes the Genesys core capability of routing, extends it, and integrates it tightly with other Genesys products.

- Voice applications for Genesys Voice Platform (GVP) 8.1+—a software suite, which unifies voice and web technologies to provide a complete solution for customer self-service or assisted service.

Expand the Table of Contents on the left to view all topics. Use the links below to get started in functional areas.

> ### Tip
> You can also click **Search** at the top right. To search all Genesys docs, or just Composer, position the cursor immediately after the magnifying glass and press Enter. A search page appears. Composer is under **On-Premise Content**.

Quick Start

See the Composer Videos, specifically the video on Getting Started After Installation.

- Use the information below **Quick Start** to learn how to create a simple routing strategy, attach data that will appear on the agent desktop, and route to the preferred agent.

Videos

Don't miss the **Composer videos**. Since Orchestration Server executes the SCXML-based routing strategies created in Composer, you might also be interested in the **Orchestration Video**.

Introduction to Composer	Validation, Debugging & Deployment
This section includes the following information:	This section includes information on:

Quick Start

Introduction to Composer

Interface Overview

Samples and Templates

Validation

Debugging Routing Applications

Debugging Voice Applications

Testing on Tomcat

GVP Voice Applications

This section includes information on:

Creating Voice Applications

Sample Text-to-Speech Application

Preferences for Voice Applications

How Do Voice Applications Work?

Voice Block Palette Reference

Sample Applications & Templates

This section includes information on:

Routing Templates and Samples

Project Templates

Diagram Templates

GVP Voice Project Templates

Last Called Agent Routing

Orchestration Routing Applications

This section includes information on:

Creating Routing Applications

Sample DNIS Routing Application

Preferences for Routing Applications

Interaction Process Diagrams

Routing Block Palette Reference

Installation, Videos, Troubleshooting

This section includes information on:

Installation Video

Installation/Deployment Guide

Troubleshooting

Best Practices

Useful Resources

Common Voice & Route Functionality

This section includes information on:

Links to Useful Docs

This section includes information on:

Code Generation

Exception Events

Diagram Preferences

Defining Variables

Expression Builder

Orchestration Server Wiki

Orchestration Server Extensions

SCXML Language Reference

Genesys Voice Platform Wiki

System-Level Guides