![Genesys logo]

Composer Deployment Guide

Composer Product Videos

12/16/2025

Composer Product Videos

This page contains Composer product videos.

Composer Installation Video

Below is a video tutorial on Composer 8.1.4 Installation. Depending on the flavor of Eclipse you have installed, your interface may appear slightly different than that shown in the video.

Link to video

Getting Started After Installation

This tutorial shows how to immediately get familiar with Composer by using a sample application.

Uninstalling Composer

This video tutorial shows how to uninstall Composer when you want to install a later version.

Link to video

Moving to Composer from IRD

A video on using Composer to create routing strategies instead of IRD and the similarities between the two.

Link to video

Introduction to the Interface

Below is a video that can function as a brief introduction to the Composer user interface.

Link to video

Using Templates to Create a Routing Workflow

Below is a video tutorial on using Composer templates to create a workflow that routes interactions to targets based on a percent allocation.

Link to video

Integrated Voice and Route Application

This video shows an example workflow that integrates GVP voice self-service with Orchestration routing.

Link to video

Defining Agents, Agent Groups, and Skills

This video shows how Agent, Agent Group, and Skill objects are defined in Genesys Administrator prior to using them for skills-based routing in Composer.

Link to video

Skills-Based Routing

This video presents a simple example of the Composer aspect of routing chat interactions to Agent Groups. This example is based on a multimedia interaction (chat), which uses Composer's Route Interaction block, Targets property. A voice interaction uses the Target block and properties, such as the Targets property. Once ORS/URS identify a routing target, other servers are involved in the process of delivering the interaction to the agent desktop.

Link to video

Debugging VoiceXML Applications

Below is a video tutorial on debugging VoiceXML applications.

> **Important**
>
> While the interface for Composer in this video is from release 8.0.1, the steps are basically the same for subsequent releases.

Link to video

Deploying a Composer Application to a Web Server

Below is a video tutorial on exporting and deploying a Composer application to a web server.

> **Important**
>
> While the interface for Composer in this video is from release 8.0.1, the steps are basically the same for subsequent releases.

Link to video

Using the Database Blocks

Below is a video tutorial on using the Database Blocks.

> **Important**
>
> While the interface for Composer in this video is from release 8.0.1, the steps are basically the same for subsequent releases.

Link to video

Creating a Simple Grammar

Below is a video tutorial on building a simple grammar with the Grammar Menu block.

> **Important**
>
> While the interface for Composer in this video is from release 8.0.1, the steps are basically the same for subsequent releases.

Link to video

Using the Web Service Block

Below is a video tutorial on using the Web Service block.

> **Tip**
>
> While the interface for Composer in this video is from release 8.0.1, the steps are the basically the same for subsequent releases.