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Composer Help

Composer Equivalent to IRD Treatment

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Composer includes **treatment** functionality that was previously provided through Genesys Interaction Routing Designer (IRD). The information below is provided for existing Genesys customers transitioning to Composer, who are familiar with using IRD's Treatment objects. The **Composer Busy Treatment?** column specifies whether the treatment is supported as a busy treatment. If not, it is only supported as a mandatory treatment.

- Mandatory treatments are those to which an interaction will be subject whether there are any available targets or not.
- Busy treatments are applied when all the targets selected are busy and the interaction is waiting for an available target.

Composer Equivalent	Composer Busy Treatment?	IRD Treatment	SCXML Tags	Description
Create User Announcement	no	Record User Announcement	<dialog:createann>	Records an announcement from a user and associate it with a specific user.
Delete User Announcement	no	Delete User Announcement	<dialog:deleteann>	Deletes an announcement created by a caller using the Create User Announcement treatment.
Disconnect	no	Cancel Call	<dialog:stop>	Disconnect the caller and end the call.
IVR	yes	IVR	<dialog:remote>	Invokes an interactive voice response (IVR) unit and connect the interaction to the IVR.
Pause	yes	Pause	<send> (mandatory) <pause> (busy)	Suspends treatment processing for a specified duration.
Play Application	yes	Play application	dialog:start	Executes an application or script on the IP device. It is possible to pass parameters to the application and

				get return values.
Play Message	yes	Play announcement	dialog:play	Plays an announcement for the caller.
Play Message	yes	Text to speech	dialog:play <prompts type=tts>	Generates speech from text. No recorded announcements can be used.
Play Sound	yes	Busy	dialog:playsound type="busy"	Connects the interaction to the source of a busy tone. The caller hears a busy signal.
Play Sound	yes	Fast busy	dialog:playsound type="fastbusy"	Connects the interaction to the source of a different busy tone. The caller hears a fast busy signal. This treatment is supported on a limited number of switches.
Play Sound	yes	Music	dialog:playsound type="music"	Connects the interaction to a music source.
Play Sound	yes	Ringback	dialog:playsound type="ringback"	Connects the interaction to a ringback tone source.
Play Sound	yes	Silence	dialog:playsound type="silence"	Specifies an interval without sound.
Play Sound	yes	RAN	dialog:playsound type="ran"	Similar to the Music object. The source must be a RAN port on the switch. This treatment is supported by a limited number of switches.
Set Default Route	no	Set default destination	dialog: setdialogdefaultdest	Sets or changes the default destination.
User Input	yes	Play announcement and collect digits	dialog:playandcollect	Plays an announcement for the caller and requests that the

				caller provide information by inputting digits.
User Input	yes	Text to speech and collect digits	dialog:playandcollect	Generates speech from text and then requests input from the caller in the form of digits.
User Input	yes	Collect digits	dialog:collect	Collects digits that a caller enters. For example, you might collect an account number. Don't specify prompts in UserInput block. It will generate code for <dialog:collect>/
Digit verification in User Input	yes	Verify digits	<playandverify>	The IRD Verify Digits object prompts a caller to enter digits that will be compared to a desired response.