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Composer Help

IPD Differences Voice and Multimedia

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There is a difference between interaction process diagrams (IPDs) used for voice-only interactions and IPDs used for multimedia interactions.

- An IPD for multimedia interactions will contain [Interaction Queue](#), [Media Server](#), and [Workflow](#) blocks and possibly multiple instances of each block depending on the design.
- An IPD for voice interactions will only contain a Workflow block that points to a single workflow resource.
- An IPD for multimedia interactions may contain [workflow-generated blocks](#) whereas an IPD for voice interactions will not show these nodes.

For more information, see:

- [Example Multimedia Workflow](#)
- [Starting SCXML](#)