Composer Help

Record Processed Block

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Record Processed Block

Contents

Use the Record Processed block to mark a record as requiring no further handling. When an Agent finishes processing a Calling List record, Genesys Desktop sends a RecordProcessed event to indicate that the record is processed and Outbound Contact Server updates the record accordingly. Use the Record Processed block in a workflow to have URS request (through Interaction Server) that Outbound Contact Server finish processing a record created as a result of a customer inquiry. For additional information on using this block, including returned results and fault codes, consult the *Universal Routing 8.1 Reference Manual* and the section on updating call results and custom fields in the *Outbound Contact 8.1 Reference Manual*.

> ### Important
> Do not use the Do Not Call and Record Processed blocks to finalize Outbound record processing. You cannot use other Outbound blocks to process records with the same Record Handle after using Processed or Do Not Call in workflow.

This block has the following properties:

Name Property

Find this property's details under Common Properties for Workflow Blocks or Common Properties for Callflow Blocks.

Block Notes Property

Find this property's details under Common Properties for Workflow Blocks or Common Properties for Callflow Blocks.

Exceptions Property

Find this property's details under Common Properties for Workflow Blocks or Common Properties for Callflow Blocks.

Condition Property

Find this property's details under Common Properties for Callflow Blocks or Common Properties for Workflow Blocks.

Logging Details Property

Find this property's details under Common Properties for Callflow Blocks or Common Properties for Workflow Blocks.

Log Level Property

Find this property's details under Common Properties for Callflow Blocks or Common Properties for Workflow Blocks.

Enable Status Property

Find this property's details under Common Properties for Callflow Blocks or Common Properties for Workflow Blocks.

OC Server Property

This property identifies the Outbound Contact Server that will interact with the block. You can specify a different OCS application for a specific block. By default, the OCS_URI application variable is used. If the datasource is Config Server, Composer will read the OCS host, listening port and connection protocol from config server. If the datasource is Literal/Variable, the format should be `[http|https]://<host>:<port>`.

User Data Property

Use this property to specify key-value pairs for user data attached to the interaction.

1. Click under **Value** to display the button.
2. Click the button to open the User Data dialog box.
3. Click **Add** to open the Select Items dialog box.
4. Opposite Key, leave Literal in the first field and enter the input parameter name in the second field.
5. Opposite **Value**, click the down arrow and select either literal or variable.

   - If you select **Literal**, enter the name of the key in the second field.
   - If you select **Variable**, select the name of the variable from the second field.
   - Select the **Value is numeric box if applicable.**

6. Click **OK** to close the Select Items dialog box. The User Data dialog box shows your entry.

7. Continue adding parameters in this fashion.

8. Click **OK** when through in the User Data dialog box.

ORS Extensions Property

Starting with 8.1.4, Composer blocks used to build routing applications (with the exception of the Disconnect and EndParallel blocks) add a new ORS Extensions property.