

GENESYS

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Composer Help

URS Function Block

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URS Function Block

Starting with 8.1.440.18, Composer supplies a URS Function block, applicable to workflow diagrams only. You can use this block to call <u>Universal Routing Server</u> functions via <session: fetch> by the urs method. The URS Function block has the following properties:

Name Property

Find this property's details under Common Properties for Workflow Blocks. This is not the name of the function to call.

Block Notes Property

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

Exceptions Property

Find this property's details under Common Properties for Workflow Blocks. There are no default exceptions for this block.

Condition Property

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

Logging Details Property

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

Log Level Property

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

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.

Result Property

Select the variable to hold the data returned by URS.

Function Name Property

Select the name of the URS function to call or select the variable that contains it. Function names can be specified as Variables, Literal and Enum (such as FindConfigObject, GetObjectProperty, TargetState) values. These three functions are listed by as samples, but you can call any URS function listed Table 130, Summary of All Functions, in the *Universal Routing 8.1 Reference Manual*. Function parameters are included in the function descriptions found in Chapter 3, Interaction Routing Designer Functions. Internally, the mapping is:

```
<session:fetch srcexpr="'urs/call/@' + system.InteractionID +
'/func?name=URS Function Name ¶ms=[param1,param2] method="'urs'">
```

See the Orchestration Server 8.1.3+ Developer's Guide, Core Extensions, Session Interface section.

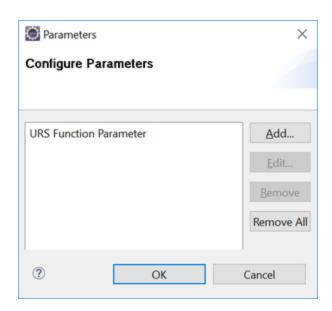
Interaction ID Property

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

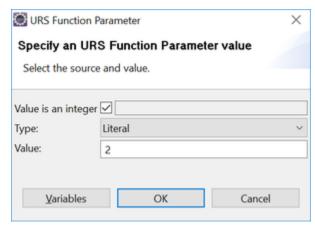
Parameters Property

Use to define the list of parameters to use with the specified function. Function parameters are included in the function descriptions found in the *Universal Routing 8.1 Reference Manual*, Chapter 3, Interaction Routing Designer Functions.

[+] FindConfigObject Configuration



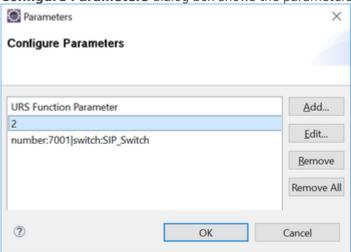
- 1. Click the ... button under **Value** to open the **Configure Parameters** dialog box.
- 2. Click Add to open the Specify URS Function Parameter value dialog box.
- 3. Specify the first function parameter. You can specify a variable or a literal. **Value is an integer** is applicable to both a literal and a variable.



This example uses the FindConfig0bject function to return the properties of a CfgDN object. (Parameters for Get0bjectProperty and Target State are described further ahead.) The 2 above refers to the object TYPE, defined as a function parameter in the *Universal Routing 8.1 Reference Manual*. In this example, the TYPE parameter happens to be a value formatted as a number. Refer to List of Configuration Layer Enumerations for possible Cfg object types. Also refer to FindConfigObject to learn about different search parameters required for the FindConfigObject method.

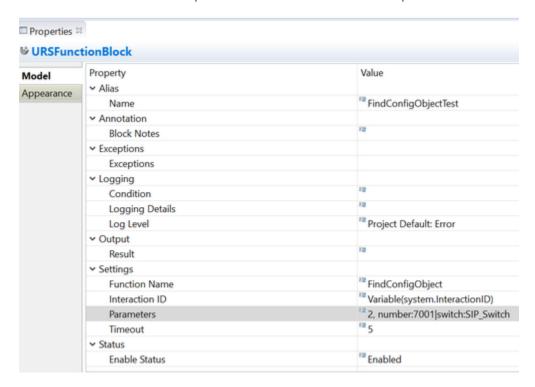
- 4. Click **OK**.
- 5. Click **Add** again in the **Configure Parameters** dialog box to enter another function parameter, if another one is specified in the *Universal Routing 8.1 Reference Manual*. The dialog box shows <empty> when no value is set for a function parameter.
- 6. Click **OK**.

7. Continue adding any additional parameters used by the function. After defining all parameters, the **Configure Parameters** dialog box shows the parameters.



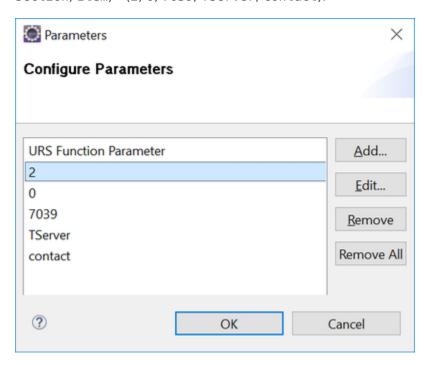
8. Click **OK** to close the dialog box.

The URS Function block Properties view shows the function parameters.



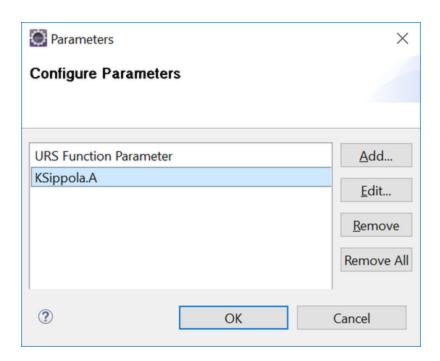
[+] GetObjectProperty Configuration

The GetObjectProperty function requires all five parameters to be provided to retrieve the Annex or Options tab value of the Configuration Layer object. Refer to the *Universal Routing 8.1 Reference Manual* for further information. Parameters could be specified in the format as (Type, Subtype, Name, Section, Item) - (2, 0, 7039, TServer, contact).



- 2 Refers to the TYPE of the Configuration Layer object, Here for the CfgDN TYPE, the value formatted as a number is 2. Refer to CfgObjectType for possible Configuration Layer object types,
- 0 Refers to the Subtype of the Configuration Layer object. Here there is no Subtype required so '0' is specified. Refer to List of Configuration Layer Enumerations for possible Configuration Layer Subtype values.
- 7039 Refers to the Name of the Configuration Layer object. In the case of CfgDN, an alias is provided;
- TServer Refers to the section in the Annex or Options tab of the Configuration Layer object.
- contact Refers to the item for which the value is to be fetched.

[+] TargetState Configuration



Type of Parameter	Parameter to be specified in URS Function block
Agent	TargetAgent.A or TargetAgent@StatServer.A
Place	TargetPlace.AP or TargetAgent@StatServer.AP

Timeout Property

Enter or select a variable that contains the maximum time to wait for an answer. The default timeout value configured for URS function block is 5 seconds.

Enable Status Property

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