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Composer Help

Update Interaction Block

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Update Interaction Block

Introduced in 8.1.440.18. Use to update properties of interaction(s) in the Interaction Server database including interaction(s) that are not currently being processed in the workflow. When ORS executes this block, it generates a request to Interaction Server for the method UpdateInteractions to update the interaction user data for the specified interaction using attributes specified in the Delete Attributes property or Update Interaction Attributes property.

The main use case is to update properties of the parent interaction (session or case). This object is used mostly in conjunction with the [Find Interactions block](#). For example, when you receive a reply onto an outbound e-mail, you can find the parent interaction and change its status to indicate that a reply was received.

Tip

Update Interaction sends a request to Interaction Server whereas [Update Contact](#) sends a request to Universal Contact Server.

The Update Interaction block has the following properties:

Name Property

Find this property's details under [Common Properties](#).

Block Notes Property

Find this property's details under [Common Properties](#).

Exceptions Property

Find this property's details under [Common Properties](#).

Condition Property

Find this property's details under [Common Properties](#).

Logging Details Property

Find this property's details under [Common Properties](#).

Log Level Property

Find this property's details under [Common Properties](#).

Delete Attributes Property

Tip

The Read-Only attributes of Interactions cannot be deleted. If those attributes are used in Delete Attributes, the following error will be displayed: Attempt to set/change read-only property.

Use this property to specify the interaction attributes to be deleted.

1. Click under **Value** to display the ... button.
2. Click the ... button to open the Delete Attributes dialog box.
3. Click **Add**.
4. Click the down arrow opposite **Value** and select **Literal** or **Variable**.
5. If you selected **Literal**, enter the **Value** field.
6. If you selected **Variable**, select the variable that contains the value.
7. Click **OK**. The Delete Attributes dialog box reflects your entries.
8. If applicable, click **Add** again to continue entering attributes in this fashion.

Interaction ID Property

Select the variable that contains the Interaction ID. The default variable is system.InteractionID. This is a required parameter that specifies the ID of the interaction to be updated. Find this property's details under [Common Properties](#).

Tenant Property

Find this property's details under [Common Properties](#).

Interaction Server Property

Specify the Interaction Server for the method UpdateInteraction.

1. Click under **Value** to display the ... button.
2. Click the ... button to open the Application Selection dialog box.
3. Click **Add**.
4. Click the down arrow opposite **Value** and select **Literal** or **Variable**.
5. If you selected Configuration Server, select the Interaction Server from the drop-down of the **Value** field and click **OK**.
6. If you selected **Literal**, enter the literal and click **OK**.
7. If you selected **Variable**, select the variable from the drop-down of the **Value** field and click **OK**.

Update Interaction Attributes Property

Use this property to specify the interaction attributes to be updated. For information on attributes that can be updated, see the *eServices Interaction Properties Reference Manual*, [Business Properties](#).

1. Click under **Value** to display the ... button.
2. Click the ... button to open the Contact Attributes dialog box.
3. Click **Add** to open Update Attributes dialog box where you specify key-value pairs.
4. Click the down arrow opposite **Value** and select **Literal** or **Variable**.
5. If you selected **Literal**, enter the **Value** field.
6. If you selected **Variable**, select the variable that contains the value.
7. Check the **Value is numeric** box if applicable.
8. Click **OK**. The Key and Value fields in the dialog box reflect your entries.
9. If applicable, click **Add** again to continue entering attributes in this fashion.

Enable Status Property

Find this property's details under [Common Properties](#).