Composer Help

Update Record Block

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Update Record Block

Contents

Use this block to update a Calling List record that you specify via a RecordHandle parameter. For example, in Predictive dialing mode, this request can be used to overwrite the call result detected by call progress detection when needed. Or you can overwrite an answer call result with the wrong party call result. **Note:** When this block is executed in a workflow, it results in an External Service Request (through Interaction Server) to Outbound Contact Server. Since the request goes through Interaction Server, you must have the Genesys Multimedia product installed and an Open Media component to handle External Service processing. 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*. 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 (OCS) application that the block will interact with. It allows you to specify a different OCS application for a specific block. By default, the OCS_Record_URI application variable is used.

1. Click under **Value** to display the button.

2. Click the button to open the Application Selection dialog box.

3. The next step depends on whether you are connected to Configuration Server.

   - If you are connected, select **Configuration Server** from the **Type** dropdown menu. Select the name of the Outbound Contact Server object from the **Value** field.
   - You can also select **Literal** and enter the name of the server in the **Value** field.
   - You can also select **Variable** and select the variable containing the name from the **Value** field.

If the datasource is Configuration Server, Composer reads the OCS host, listening port, and connection protocol from Configuration Server. If the datasource is Literal/Variable, use the format [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.