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IRD to Composer Migration

Routing Objects Migration

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Routing Objects Migration

Selection Object

Composer migrates IRD's Selection object to an instance of the Target block. Each busy treatment defined in the IRD object is converted to an independent Treatment block and connected to the Busy Treatments output of the Target block.

IRD Source Element	Composer Target Element	Transformation	Comments	
Additional Threshold Property	Threshold attribute of Target	IRD value will be copied to each specified Target	Orchestration has target-specific thresholds rather than a common threshold for all targets.	
Use Treatments Property	Use Treatments Property	None. Both source and target properties are Boolean.		
Busy Treatments Property	Independent Busy Treatment block	Each busy treatment will become a block.		
Busy Busy Treatment	Play Sound Block	See Busy object section.		
Cancel Call Busy Treatment	Cancel Call Block	See Voice Treatments section		
Collect Digits Busy Treatment	UserInput block	See Voice Treatments section		
Delete User Announcement Busy Treatment	Delete User Announcement block	See Voice Treatments section		
Exit Busy Treatment	-			
Fast Busy Busy Treatment	Play Sound block	See Voice Treatments section		
IVR Busy Treatment	IVR Block	See Voice Treatments section		
Music Busy Treatment	Play Sound block	See Voice Treatments section		
Pause Busy Treatment	Play Sound block	See Voice Treatments section		
Play Announcement	Play Message	See Voice Treatments section		

IRD Source Element	Composer Target Element	Transformation	Comments	
Busy Treatment				
Play Announcement and Collect Digits Busy Treatment	UserInput block	See Voice Treatments section		
Play Application Busy Treatment	Play Application block	See Voice Treatments section		
RAN Busy Treatment	Play Sound block	See Voice Treatments section		
Record User Announcement Busy Treatment	Create User Announcement block	See Voice Treatments section		
Ringback Busy Treatment	Play Sound block	See Voice Treatments section		
Set Default Destination Busy Treatment	Set Default Route block	Refer to Default Route section below.		
Silence Busy Treatment	Play Sound block	See Voice Treatments section		
Text to Speech Busy Treatment	Play Message	See Voice Treatments section		
Text to Speech and Collect Digits Busy Treatment	UserInput block	See Voice Treatments section		
Verify Digits Busy Treatment	UserInput block	See Voice Treatments section		
Statistics Min/Max property	Statistics Order property			
(Statistic) Name	Statistic property			
Clear Target property	Clear Targets property			
Timeout property	Timeout property			
Target property	Targets property		Property is multi-valued with 3 sub-properties in IRD and 4 in Composer. The additional entry in Composer is Threshold. See Additional Threshold Property above.	
Type sub-property	Type sub-property			
Name sub-	Name sub-			

IRD Source Element	Composer Target Element	Transformation	Comments	
property	property			
StatServer sub-property	StatServer sub-property			
Use Virtual Queue property	NA		Implicitly controlled by the "Virtual Queue Alias" property. If not null, the value of this property is assumed to be true else false.	
Virtual Queue Alias property	Virtual Queue property			
Virtual Queue Switch property				
Virtual Queue Number property				

Default Route Object

Composer migrates IRD's Default Route object to an instance of the Default Route block, which routes to the default destination.

IRD Source Element	Composer Target Element	Transformation	Comments
IRD object does not have properties.		Neither the Source element nor the Target element have properties.	

Force Object

IRD's Force routing object forces the interaction to the target specified in the selected Force routing, without any other operations.

IRD Source Element	Composer Target Element	Transformation	Comments
		Orchestration does not support force routing. Suggest converting to Force Route <ixn:redirect>	

Load Balancing (Routing Rule) Object

IRD's Load Balancing object distributes interactions evenly to targets according to estimated wait time.

IRD Source Element	Composer Target Element	Transformation	Comments
Load Balancing Rule Name	Rule Name.	None. Both the values are String.	The Rule Name property is directly mapped. The Rule Type property is set to "Load Balancing".

Percentage (Routing Rule) Object

The Percentage object uses a specified percentage for distributing interactions among several targets.

IRD Source Element	Composer Target Element	Transformation	Comments
Percentage Rule name.	Rule Name	None. Both the values are String.	Rule Name property is directly mapped. Rule Type property is set to "Load Balancing".

Statistics (Routing Rule) Object

The Statistics object uses a specified statistic for routing interactions. URS uses the values of defined statistics from Stat Server.

IRD Source Element	Composer Target Element	Transformation	Comments
Statistics Rule name.	Rule Name	None. Both the values are String.	Rule Name property is directly mapped. Rule Type property is set to "Statistic".