IRD to Composer Migration

Welcome to the IRD To Composer Migration Guide

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This guide contains reference information you will need when migrating IRD strategies into Composer 8.1.2. Also see:

- IRD Functionality Included in Composer.

- Orchestration Extensions for information on actions, objects, functions and events that enable developers to interact with the Genesys platform without having to directly leverage existing SDKs. This allows developers to create feature rich and open applications.

- The *Orchestration Developer's Guide*, Migration from IRD.

Important Note

The information described in this guide is intended to be a migration starter and not a parity+ approach. Composer/ORS handles routing differently than IRD/URS. For this reason, you may need to rethink your migration approach to take advantage of Orchestration Server and Composer's SCXML-based routing strategies. For more information, please see Important Note on Migration.

Strategies That Can Be Imported

You can import IRD routing strategies (8.0 and later) for voice interactions into your Composer environment, where they become routing workflow diagrams. You can only import strategies and/or subroutines that have been previously exported from IRD as XML. After the import process completes, you can edit and validate these new routing workflow diagram files using Composer's diagram editor.

Types of Data That Can Be Imported

In Composer 8.1.2, the following types of data can imported from the IRD 8.x strategy to the Composer workflow diagram:

- Most IRD object blocks that have an equivalent in Composer (based on a mapping between IRD 8.x blocks and Composer blocks, and excluding those blocks that are not being carried forward such as the Custom Server)

- Links between blocks

- Application variables

- Block positioning on the canvas (may be approximated)

- Embedded strategy comments

- Other metadata about the strategy

Placeholder Blocks

After the import process completes, if an IRD object cannot be migrated, the new Composer workflow diagram file contains a "placeholder" block, which is visually distinguishable from other blocks. A placeholder block indicates that further editing of the block properties is required before the new Composer workflow diagram can be completed. Any specific problems in placeholder blocks are highlighted after you validate the new workflow diagram file in Composer.

Manual Tweaking

Most of the migration of IRD routing strategies to Composer workflow diagrams is automated, but a few tasks require manual configuration.

Other Notes on Import Process

- You don't have to import strategies one at a time; you can import strategies and/or subroutines in bulk.

- The new workflow diagram is stored in `Workflows` folder of the Project you select.

- IRD SubRoutines are converted to Composer Sub-Workflow diagrams. New Sub-Workflow diagrams are stored in `Workflows` folder of the Project you select.

- A routing Project created in Composer already contains an Interaction Process Diagram (IPD); therefore, the migration process will not create a new IPD.

- Conversion of IRD Business Processes into Composer Interaction Process Diagrams is currently not supported.