

GENESYS

This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Composer Help

Common Blocks

Common Blocks

This section describes the blocks that can be used for both Orchestration routing and GVP voice applications. Composer provides the following Common blocks:

- **Context Services Blocks**. If the Context Services capability is enabled at your site, you can use the following Context Services blocks to create callflows/workflows that extract customer data elements from the UCS Database and apply this knowledge when creating routing or voice applications.
- Assign Block. Use to assign a computed value/expression or an entered value to a variable.
- **Branching Block**. Use as a decision point in a callflow or workflow. It enables you to specify multiple application routes based on a branching condition. Depending on which condition is satisfied, the call follows the corresponding application route.
- Log Block. Use to record information about an application. For example, you can log caller-recorded input collected while an application is running or error messages.
- Looping Block. Use to iterate over a sequence of blocks multiple times.
- Server-Side Blocks. These blocks provide the ability to interact with internal and external custom server-side pages, Web Services, and URLs. These blocks can be used to exchange data like VoiceXML and SCXML variables, JSON strings between GVP interpreter, and custom server-side pages.