

# **GENESYS**<sup>®</sup>

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# Composer Help

Complete State Block

# Complete State Block

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Use this block in a callflow/workflow to mark an active service as completed in the Universal Contact Server Database used for Context Services.

You can also use this block to pass additional state-related data to the database. For example, when completing a service state, such as "Callback pending," the disposition could be "unsuccessful - no answer."

The Complete Service block has the following properties. The behavior of some properties will vary depending on whether you are in offline or online mode.

#### Name Property

Find this property's details under Common Properties for Callflow Blocks or Common Properties for Workflow Blocks.

#### Block Notes Property

Find this property's details under Common Properties for Callflow Blocks or Common Properties for Workflow Blocks.

Find this property's details under Common Properties Context Services.

#### Exceptions Property

Find this property's details under Common Properties for Callflow Blocks or Common Properties for Workflow Blocks.

You can also define custom events.

#### 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.

# Enable Status Property

Find this property's details under Common Properties.

#### Application ID Property

Find this property's details under Common Properties Context Services.

## Application Type Property

Find this property's details under Common Properties Context Services.

# Disposition Code Property

Find this property's details under Common Properties Context Services.

#### Disposition Description Property

Find this property's details under Common Properties Context Services.

#### Media Type Property

Find this property's details under Common Properties Context Services.

#### Resource ID Property

Find this property's details under Common Properties Context Services.

# Resource Type Property

Find this property's details under Common Properties Context Services.

# Service ID Property

Find this property's details under Common Properties Context Services.

#### Use Server Timestamp Property

Find this property's details under Common Properties Context Services.