GENESYS

Composer Help

Composer Equivalent to IRD Multimedia

4/16/2025

Composer Equivalent to IRD Multimedia

Composer includes multimedia functionality (processing non-voice interactions) that was previously provided through Genesys Interaction Routing Designer (IRD). The information below is provided for existing Genesys customers transitioning to Composer, who are familiar with using IRD's Multimedia objects. The IRD To Composer Migration Guide, available on the Genesys Documentation Wiki, details the migration process.

Composer Route Block Name	Block Has Usable Output Data to be used in App?	Equivalent IRD Block/ Object	Purpose
An ECMAScript function allows you to manually attach Classification categories to interactions	No	Attach Categories	Segment interactions to different logical branches based on the different categories.
Email Forward	No	Forward E-mail Redirect E-mail Reply from External Resource	The Forward Type property specifies the type of functionality by allowing you to select Forward, Reply to Customer, or Redirect.
Email Response	Yes	Autoknowledgement Autoresponse Create Notification	Combines the functionality of IRD's Acknowledgement, Autoresponse, and Create Notification objects.
Chat Transcript	Yes	Chat Transcript	Generates a reply e-mail to a chat interaction and attaches a chat transcript.
Classify Interaction	Yes	Classify	Classifies a text-based interaction based on content, and attach one or more Classification categories to the interaction.
Create E-mail	Yes	Create E-mail	Creates an e-mail to be sent out
Identify Contact	Yes	Identify Contact	Identifies a contact based on the interaction User Data. Returns a list of matching Contact IDs based on the User Data. Creates a contact record in the UCS Database or update the UCS Database record of the matching contact

Send E-mail	No	Send E-mail	Sends an -email message created with Create E-mail block
Screen Interaction	Yes		Screens a text-based interaction for specific content (specific words or patterns)
Create Interaction block	Yes	Create Interaction	Creates an interaction record in the Universal Contact Server Database for a customer contact.
Create SMS	Yes	Create SMS	Creates a Short Message Service (SMS) message via an external SMS server
Render Message	Yes	Render Message Content	Requests Universal Contact Server to create message content.
Send SMS	No	Send SMS	Send an SMS message created using the Create SMS block
Queue Interaction	No	Queue Interaction	Places a non-voice interaction in an existing queue
Route Interaction	No	Route Interaction	Sends a non-voice interaction to one or more target objects: Agent, AgentGroup, PlaceGroup, Skill, or target contained in a variable.
Stop Interaction	No	Stop Interaction	Sends a request to Interaction Server to stop processing this interaction.
Update Contact	No	Update Contact	Updates customer profile information in the UCS Database, based on data attached to an interaction.
External Service (ESP)	Yes	External Service	Exchanges data with third party (non-Genesys) servers that use the Genesys Interaction SDK or any other server or application that complies with Genesys Interaction Server (GIS) communication protocol.

Special Note on Validation and Off-Line Mode: When using Composer in "offline" mode (not Server connected to the Configuration Server), you can edit block properties that depend on information from Configuration Server. Later, when you connect to Configuration Server and validate the Interaction Processing diagram, Composer will validate the values you entered in off-line mode.			
Other Composer Blocks for Multimedia Processing			
Interaction Process Diagram (IPD)	NA	Business Process	
Interaction Queue	NA	Interaction Queue	Allows you to define an Interaction Queue used for multimedia interactions.
Media Server	NA	Media Server	Represents an existing Media Server, such as a chat or e-mail server. Allows you to get interactions into an IPD.
Workflow	NA	Strategy	Points to an existing Workflow resource (.workflow diagram) to which an interaction can be sent for processing.

Also see Context Services Blocks Overview.