GENESYS™

Composer Help

Creating a New Workflow Diagram

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Contents

Cheat Sheets

Composer provides a cheat sheet to walk you through the steps for building a routing strategy.

- In the Welcome Screen (**Help** > **Welcome**), click the Composer link and select the Create a Routing Strategy tutorial. It will also describe the steps for how to simulate calls.

- If you are already inside the workbench, access the same cheat sheet from the Menu bar at the top by selecting **Help** > **Cheat Sheets** > **Composer** > **Routing Strategy**.

Adding a Workflow Diagram to a Project

To add a new workflow diagram to an existing Composer Project:

1. Click the button on the main toolbar to create a new workflow .

    - Or use the keyboard shortcut: Ctrl+Alt+R.

    - Or select **File** > **New** > **Workflow Diagram**.

    - Or right-click the Workflows folder in a Project and select **New** > **Other** > **Workflow Diagram**.

2. In the wizard, select the tab for the type of the workflow. There are two main types of workflows in Composer represented by wizard tabs:

    - **Main Workflow**: Used for the main application where the call will land or be transferred to from another application.

    - **Subworkflow**: Used for modularizing your applications. It is useful for structuring large applications into manageable components.

3. Select either **Main Workflow** or **Subworkflow**.

4. Select the type of diagram.

5. Click **Next**.

6. Select the Project.

7. Click **Finish**.

8. Create the workflow. See Your First Application "DNIS Routing" on how to get started.

Note: The condition expression for event-related properties in interaction process (IPD) and workflow diagrams are not XML-escaped when generating the SCXML code. For more information, see Troubleshooting ORS Compile Errors and Non Escaped Special Charcters.