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Composer Help

Force Route Block

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Use this block for both voice and multimedia interactions to force Universal Routing Server (URS) to route the interaction to the first target type (ACD Queue, Destination Label, or Routing Point) without any other operations. The interaction is then routed unconditionally, i.e., URS does not check the status of the destination. Warning! Force should always be thought of as a last plan of action and therefore used infrequently. The Force Route block has the following properties:

Name Property

Find this property's details under [Common Properties](#).

Block Notes Property

Find this property's details under [Common Properties](#).

Destination Property



Use this property to specify the forced routing destination. The property also supports specifying a Resource type, which allows you to specify key-values. Find this property's details under [Common Properties](#).

Exceptions Property

Find this property's details under [Common Properties](#).

From Property

A value expression, which returns the address that this interaction is to be redirected from. Set this property to the variable DNIS for voice interactions, or to the variable InteractionID for multimedia interactions. Composer will automatically set this property to DNIS or to InteractionID when the Destination property is set (respectively) to a Target Block or to a Route Interaction block. When the Destination property is not assigned a Block Reference value, you must select the appropriate From value.

1. Click under Value to display the  button.
2. Click the  button to open the From dialog box.
3. Select one of the following:

- **Literal.** For Value, you can specify:

- An agent: <agent id>
- A place: <place id>
- A DN: <number>
- An e-mail address: <username>@<host> or _origin or _origin.all or _udata
- A customer number: <dn number>
- A target format addresses: <Target DN>

See the [Orchestration Server Documentation Wiki](#) for those literals that apply to multimedia interactions only.

- **Variable.** If the variable contains a string, see Literal above. If the value is a JSON object, Value can refer to:

- An agent: {agent: <agent id>, type:A}
- An agent group: {agent: <name>, type:AG}
- A place: {place: <place id>, type:AP}
- A place group: {place: <name>, type:PG}
- A DN: {dn: <number>, type:Q or RP or DN, switch:<switch name>}
- An interaction queue: {id: <q name>, type:iq }
- A workbin: {id: <wb name>, type:wb<owner>}
- A customer number: {dn: <number>}
- A target format addresses: [Resource Object](#) from the queue.submit.done event (the Target Block [Resource Selected property](#)).

See the [Orchestration Server Documentation Wiki](#) for those literals that apply to multimedia interactions only.

- **Configuration Server** to select the from Switch//DN if [connected](#).
- **Resource** to select a resource using properties that will form a JSON object.

See the [Orchestration Server Documentation Wiki](#).

4. Click **OK** to close the From dialog box.

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](#).

Interaction ID Property

Set to a meaningful value or keep the default value, which is the system variable InteractionId. Can be used for **interaction-less processing** for scenarios where the InteractionId variable is not automatically initialized, but instead must wait for an event. An example would be an SCXML application triggered by a Web Service that does not add an interaction. **Background:** Previous to 8.1.1, Composer did not expose an Interaction ID property. Instead, when ORS started processing an interaction, a generated SCXML application automatically initialized the system variable, InteractionId. This variable was then used internally by Routing and certain eServices blocks when interacting with ORS. With the introduction of support for Interaction-less processing, you can now define a specific event **IPD Wait_For_Event** property to initialize InteractionId, or not define an event at all. For scenarios with an interaction (IPD Diagram/Wait For Event=interaction.present for example), you may keep the default value for the Interaction ID property. The default value is the system variable InteractionId, which is initialized automatically in this case. For other scenarios (any scenario where the system variable InteractionId is not set), you may choose to:

1. Not use blocks that require an Interaction ID
2. And/or set the Interaction ID property to a meaningful value
3. And/or assign a meaningful value to the InteractionId system variable

Hints Property

This property is for future use by Orchestration Server. Its use will be described in various action elements reference in the Orchestration Server wiki.

Detach Property

Use for multi-site routing. Controls whether the Orchestration Platform should <detach> an interaction from the current session before routing to the specified targets. When this property is set to true, the interaction is detached from the current session.

Detach Timeout Property

Use to specify how long to attempt to <detach> if an initial attempt fails with an invalidstate error. Specify the timeout in milliseconds. If set to 0, no further attempt to detach is made. After the timeout, if the <detach> is not successful, no further attempts will be made and the block will attempt to reclaim the interaction back into the current session using <attach>.

Type Property

Use to define the type of redirection processing that is to be done. For more information and individual values, see the [Orchestration Server wiki](#).

Enable Status Property

Find this property's details under [Common Properties](#).

Pass Context Property

This property accepts true/false values. When set to true and Detach is also true:

- URL built with the block name is stored into this interaction's user data (user data key name is '_composer_originating_session') just before detaching the interaction. That URL will be used by the orchestration destination session (that is the new orchestration session started to handle the interaction after it was redirected to an other routing point) to request the context of the originating session. After the processing for this block is over, the originating session is blocked until the destination session actually reads the context. The context consists of the system and user [variables](#).

Force Routing to an External Number

Scenario: When force routing and doing a single-step consult to a routing point, where an external is dialed.

If you get these error messages:

```
expr='Error message: Cannot get link and/or device from call'. 'invalid source'
```

Check that the `system.ThisDN` variable has the right value when it reaches the Force Route block.