GENESYS™

Composer Help

Interaction Process Diagram Blocks

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The following blocks can comprise an interaction process diagram (IPD):

- **Interaction Queue Block** to define or select a multimedia (non-voice) interaction queue in an interaction process diagram and to create Views, which defines conditions for pulling interactions out of the queue for submittal to workflows.

- **Media Server Block** to get interactions of a particular media type (other than voice) into an interaction process diagram.

- **Workflow Block** to point to a workflow resource (workflow diagram or SCXML file) to which interactions should be sent for processing.

- **Workbin Block** to define a temporary storage area called a workbin, which is accessible from the agent desktop.

- **Flow Control blocks** to support multiple views per interaction queue, the following Flow Control blocks are available when creating an IPD: Branching, ECMAScript, Log.