Composer Help

Play Sound Block

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Play Sound Block

Contents

Use to play audio resources of the following type:

- Music
- BusyTone
- FastBusyTone
- RingBack
- RecordedAnnouncement (on Stream Manager)
- Silence

The Play Sound 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.

Exceptions Property

Find this property's details under Common Properties.

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.

Device ID Property

If specified, ORS will play treatments itself; otherwise, treatment playing is delegated to URS. The device should specify the DN where the call is currently located. If the call is on multiple DNs, specify the DN for which the treatment will be applied. Users can enter a value or select any runtime variable from the dropdown.

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.

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

Find this property's details under Common Properties.

Extensions Property

Select the variable to retrieve extensions data in event `dialog.playsound.done` as described in the *Orchestration Developers Guide*, Orchestration Extensions, Dialog Log Interface section of the Orchestration Server Wiki.

Duration Property

The time, in seconds, that the treatment is applied.

Resource Property

Specify the location of the sound resource. Testing will be done against Genesys Stream Manager, a media server that generates and processes media streams in Real-time Transport Protocol (RTP) format. For more information on Stream Manager, start with the *Framework 7.6 Stream Manager Deployment Guide*.   You will need to configure special DNs for these treatments in Configuration Server.

Sound Type Property

Identifies the type of sound.

1. Click under **Value** to display a down arrow.

2. Select one of the following types:

    - **Music**
    - **BusyTone**
    - **FastBusyTone**
    - **Ringback**
    - **Recorded Annoucement**
    - **Silence**

Single Session Treatments

When using the Play Application, Play Sound (Music and ARM Types) Exit, and Disconnect blocks, voice applications can now optionally use a single VXML session on Media Control Platform to play/run multiple treatments instead of using one session per treatment. This enables DTMF buffering between multiple MSML treatments. For more information, see Single Session Treatments.