



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

## Composer Help

# Common Blocks & Functionality

## Contents

- [1 Common Blocks & Functionality](#)
  - [1.1 Common Blocks](#)
  - [1.2 Common Functionality](#)
  - [1.3 Special Note on Entry and Exit Blocks](#)
  - [1.4 Link Tools](#)
  - [1.5 Composer Help Wiki URL](#)

This topic describes the blocks and functionality that can be used for both Orchestration routing and GVP voice applications.

## Common Blocks

Composer provides the following Common blocks:

- **Assign Block.** Use to assign a computed value/expression or an entered value to a variable.
- **Branching Block.** Use as a decision point in a callflow or workflow. It enables you to specify multiple application routes based on a branching condition. Depending on which condition is satisfied, the call follows the corresponding application route.
- **Context Services Blocks.** If the Context Services capability is enabled at your site, you can use the following Context Services blocks to create callflows/workflows that extract customer data elements from the UCS Database and apply this knowledge when creating routing or voice applications.
- **Log Block.** Use to record information about an application. For example, you can log caller-recorded input collected while an application is running or error messages.
- **Looping Block.** Use to iterate over a sequence of blocks multiple times.
- **Outbound Common Blocks.** Support Genesys Outbound Contact.
- **Server-Side Blocks.** These blocks provide the ability to interact with internal and external custom server-side pages, Web Services, and URLs. These blocks can be used to exchange data like VoiceXML and SCXML variables, JSON strings between GVP interpreter, and custom server-side pages.

## Common Functionality

These topics describe the Functionality that can be used for both Orchestration routing and GVP voice applications.

- [Code Generation](#)
- [Custom Blocks](#)
- [Customization Manager](#)
- [Diagram Preferences](#)
- [Exception Events](#)
- [Expression Builder](#)
- [Genesys Administration Extension Preferences](#)
- [Getting Using Email Addresses](#)
- [Import and Export](#)
- [Link Tool](#)
- [Locales](#)

- [Time Zone Preferences](#)
- [User Data](#)
- [Variables Mapping](#)

**Note:** Composer does not support copying blocks from a callflow to a workflow or vice-versa.

## Special Note on Entry and Exit Blocks

These two blocks are also present on the palette for both routing and voice applications. The [Entry block for routing applications](#) has a different set of events than the [Entry block for voice applications](#).

## Link Tools

Routing and voice applications use the same link tools:

- [Outlinks](#)
- [Exception Links](#)

## Composer Help Wiki URL

The URL to the Composer Help wiki is configurable by using the Online Wiki URL field: **Window > Preferences > Composer > Help**. The default works with English but if, for example, Japanese pages were available in a different location, then you could change the URL accordingly.