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Composer Help

[Composer Product Videos](#)

Composer Product Videos

This page contains Composer product videos. Stay tuned for more videos to come. To request a video, please email Techpubs.webadmin@genesyslab.com.

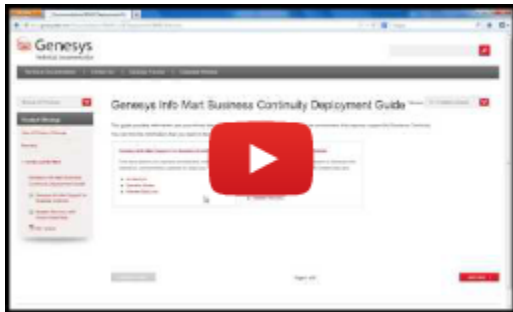
Composer Installation Video

Below is a video tutorial on [Composer 8.1.4 Installation](#). Depending on the flavor of Eclipse you have installed, your interface may appear slightly different than that shown in the video.

[Link to video](#)

Getting Started After Installation

This tutorial shows how to immediately get familiar with Composer by using a sample application.



Uninstalling Composer

This video tutorial shows how to uninstall Composer when you want to install a later version.

[Link to video](#)

Moving to Composer from IRD

A video on using Composer to create routing strategies instead of IRD and the similarities between the two.

[Link to video](#)

Introduction to the Interface

Below is a video that can function as a brief introduction to the Composer user interface.

[Link to video](#)

Using Templates to Create a Routing Workflow

Below is a video tutorial on using Composer templates to create a workflow that routes interactions to targets based on a percent allocation.

[Link to video](#)

Integrated Voice and Route Application

This video shows an example workflow that integrates GVP voice self-service with Orchestration routing.

[Link to video](#)

Defining Agents, Agent Groups, and Skills

This video shows how Agent, Agent Group, and Skill objects are defined in [Genesys Administrator](#) prior to using them for skills-based routing in Composer.

[Link to video](#)

Skills-Based Routing

This video presents a simple example of the Composer aspect of routing chat interactions to Agent Groups. This example is based on a multimedia interaction (chat), which uses Composer's [Route Interaction block](#), Targets property. A voice interaction uses the [Target block](#) and properties, such as the Targets property. Once ORS/URS identify a routing target, [other servers](#) are involved in the process of delivering the interaction to the agent desktop.

[Link to video](#)

Debugging VoiceXML Applications

Below is a video tutorial on [debugging VoiceXML applications](#).

Important

While the interface for Composer in this video is from release 8.0.1, the steps are basically the same for subsequent releases.

[Link to video](#)

Deploying a Composer Application to a Web Server

Below is a video tutorial on exporting and [deploying a Composer application](#) to a web server.

Important

While the interface for Composer in this video is from release 8.0.1, the steps are basically the same for subsequent releases.

[Link to video](#)

Using the Database Blocks

Below is a video tutorial on using the [Database Blocks](#).

Important

While the interface for Composer in this video is from release 8.0.1, the steps are basically the same for subsequent releases.

[Link to video](#)

Creating a Simple Grammar

Below is a video tutorial on [building a simple grammar with the Grammar Menu block](#).

Important

While the interface for Composer in this video is from release 8.0.1, the steps are basically the same for subsequent releases.

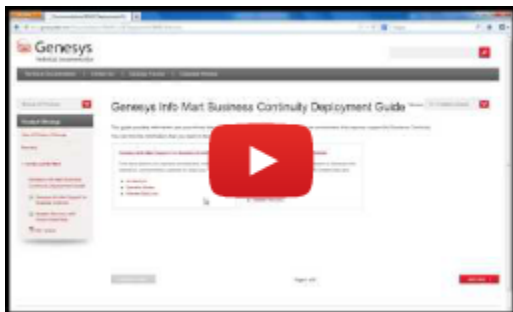
[Link to video](#)

Using the Web Service Block

Below is a video tutorial on using the Web Service block.

Tip

While the interface for Composer in this video is from release 8.0.1, the steps are the basically the same for subsequent releases.



Refactoring Variables

Below is a video tutorial on automatically refactoring variables.

Important

This feature is available from version 8.1.450.33 only.



Using Bulk Manager

Below is a video tutorial on using the Bulk Manager wizard.

Important

This feature is available from version 8.1.450.33 only.

