

# **GENESYS**<sup>®</sup>

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### Composer Help

**Diagram Templates** 

## Diagram Templates

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You can save a diagram as a template and have it appear on the list of available templates when creating a new callflow diagram or creating a new workflow diagram. Diagrams saved as templates can exported to/imported from the file system.

#### Saving a Diagram as a Template

To save a diagram as a template:

- 1. In the Project Explorer, right-click the diagram in the Workflows or Callflows folder.
- 2. Select **Save** <Callflow or Workflow> **as Template**. The Add Template dialog box opens.
- 3. Name and describe the template.
- 4. Click **OK**. Upon a successful save the following message appears: Custom template added to your configuration.

#### Accessing Saved Diagram Templates

To view a diagram previously saved as template:

- 1. From the File menu, select **New** <Callflow or Workflow> **Diagram**. The New <Callflow or Workflow> dialog box opens. The template appears in the Main Workflow tab under Custom Templates.
- 2. Select the template and click one of the following:
  - Next to name the diagram, select the Project, and then click Finish.
  - **Finish** to keep the template name and save in the Workflows or Callflows folder under the current Project.

#### Removing a Diagram Template

To remove a diagram template from the Custom Templates list, use Customization Manager.

#### Exporting a Diagram Template to the File System

To export a diagram to the file system or another user's Composer:

- 1. In the Project Explorer, right-click the diagram in the Workflows or Callflows folder.
- 2. Select **Export**. The Export dialog box opens.
- 3. Under General, select File System and click Next.

- 4. In the File System dialog box, select the folder containing the diagram(s).
- 5. On the right, click check boxes to indicate the diagrams (s) to export.
- 6. Opposite **To directory**, select the Composer installation to export to or Browse for the destination directory.
- 7. Under **Options**, select one of the following:
  - Overwrite existing files without warning
  - Create directory structure for files
  - Create only selected directories (default).
- 8. Click Finish.

#### Importing a Diagram Template

To import a diagram previously saved as a template:

- 1. In the Project Explorer, right-click the diagram in the Workflows or Callflows folder.
- 2. Select Import. The Import dialog box opens.
- 3. Under General, select File System and click Next.
- 4. In the File System dialog box, opposite **From directory**, click **Browse**.
- 5. Open the workspace directory followed by the Project folder.
- 6. Within the Project folder, select the Workflows folder that contains the template to import and click OK.
- 7. In the File System dialog box on the right, click check boxes to indicate the template(s) to import.
- 8. Opposite **Into folder**, browse for and select the folder to import into.
- 9. Under Options, select one of the following:
  - Overwrite existing files without warning
  - Create directory structure for files
  - Create only selected directories (default).
- 10. Click Finish.

#### Editing a Diagram Template

Use Customization Manager: Window > Show View > Other > Customization Manager. Select Workflow Diagram Editor or Callflow Diagram Editor.