GENESYS™

Composer Help

Find Interactions Block

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Contents

Find Interactions Block

Introduced in 8.1.440.18. Applicable for workflow diagrams only. Execution of this block causes ORS to generate a request to Interaction Server for the method `FindInteractions` to get the list of interactions matching some specific condition (Condition Property). This block is useful in complex scenarios where you need to be able to find the targeted interaction among the pool of all currently existing interactions in Interaction Server; for example:

- Where you need to make decisions regarding processing of one interaction based on data from another interaction.
- If, while processing one interaction, you want to update another interaction.

The interaction you are looking for may be a parent interaction, an interaction from the same customer, and so on.

The Find Interactions 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. The following events are supported:

```
error.session.fetch
error.com.genesyslab.composer.invalid.requestdata
error.com.genesyslab.composer.missing.interactionid
error.com.genesyslab.composer.invalid.type
error.com.genesyslab.composer.unknown.tenant
error.com.genesyslab.composer.database.execution.failure
error.com.genesyslab.composer.invalid.condition
```

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.

ORS Extensions Property

Starting with 8.1.4, Composer blocks used to build routing applications (with the exception of the Disconnect and EndParallel blocks) add an ORS Extensions property. In order to view this property, click the Show Advanced Properties button.

Have More Interactions

Select the variable to hold the Boolean value indicating whether more records are available. Composer uses the variable as output for the block.

Interactions

Select the variable to hold the list of retrieved Interactions (JSON) object). Composer uses the variable as output for the block.

Condition

Enter a WHERE clause or select a variable to hold the WHERE clause to be used in a SQL statement to query interactions.
Example: MediaType= 'chat' and ParentId is NULL
If not specified, all interactions in the Tenant are returned.

Get Identifiers Only

Select `true` to receive only interaction IDs in the results. If `false`, the results include an interactions list with full properties.

Interaction Server

Select Configuration Server and the name (if connected to Configuration Server). You can also enter a literal or select a variable to specify the Interaction Server `Application` object in the Configuration Server.

Maximum Number of Interactions

Specify a positive integer value to limit the number of interactions returned in the result. If not specified, one interaction will be returned in the result.

Order

Enter a literal or variable to specify an ORDER clause to be used in a SQL statement to query interactions. If not specified, interactions are sorted by `received_at` and then by `Id`.

Tenant

Select the variable for the interaction Tenant. Find this property's details under Common Properties.

Enable Status Property

Find this property's details under Common Properties.