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Composer Help

[Get Access Number](#)

Get Access Number

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The Get access number block uses Get access number to retrieve the access code (number) of a remote site from an IVR Server. It can be used to get the agent number when the application transfers a call to an agent at a remote site (remote switch transfers).

Notes:

- This block can be used in CTIC scenario only. It will not work when CTI functionality is accessed using SIP Server.
- This block is not supported when GVP is configured in Network mode.

Get Access Number Block Exception Events

The Get access number block has four exception events as described in [Exception_Event_Descriptions](#):

error.com.genesyslab.composer.invalidkey error.com.genesyslab.composer.receiveerror
error.com.genesyslab.composer.operationtimeout error.com.genesyslab.composer.unsupported
(preselected into the Supported column as a default exception)

The Get access number block has the following properties:

Name Property

Find this property's details under [Common Properties](#).

Block Notes Property


Can be used for both callflow and workflow blocks to add comments.

Exceptions Property

Find this property's details under [Common Properties](#). The exception error.com.genesyslab.composer.unsupported is preselected into the Supported column of the Exceptions dialog box as a default exception.

Variables Property

To declare session variables for the application or subcallflow:

1. Select the Variables row in the block's property table.
2. Click the  button to open the Variable Settings dialog box.

These variables apply only to the **Entry block**, unless otherwise indicated.

Note: Request URI parameters created in IVR Profiles during the VoiceXML application provisioning are passed to the Composer generated VoiceXML application as request-uri parameters in the `session.connection.protocol.sip.requesturi` session array. An Entry block variable can use these parameters by setting the following expressions to the variable values: `typeof session.connection.protocol.sip.requesturi['var1'] == 'undefined' ? "LocalDefaultValue" : session.connection.protocol.sip.requesturi['var1']`. If parameters are set as part of IVR Profiles provisioning in the Genesys VoiceXML provisioning system, and if these parameters have the same names as variables set in the Entry block's **Variables** property with the above mentioned `sip.requesturi` expression, then the SIP-Request-URI parameters will take precedence over the user variable values set in the Entry block.

Many blocks enable the use of variables rather than static data. For example, the **Prompt** block can play the value of a variable as Text-to-Speech. Variables whose values are to be used in other blocks must be declared here so that they appear in the list of available variables in other blocks.

The value collected by an **Input** block or a **Menu** block is saved as a session variable whose name is the same as the block name.

Destination Dn Property

To enter a Destination Dn:

1. Select the Destination Dn row in the block's property table.
2. In the Value field, type a Destination Dn.

Remote Switch Location Property

To enter a remote switch location:

1. Select the Remote Switch Location row in the block's property table.
2. In the Value field, type a value specifying the remote switch location.

Remote switch transfers use the `AccessNumGet` message, which is sent by the IVR to the IVR Server to request that the call be routed to a remote site. For information on `AccessNumGet` and the `Location` parameter, refer to the IVR SDK XML Developer's Guide, which is available on the Genesys Technical Support website or on the Developer Documentation Library DVD. Refer to the `Location` parameter. The value of the `Location` parameter will be the name of the switch defined in the Configuration Database.

Output Result Property

You must use the Output Result property to assign the collected data to a user-defined **variable** for further processing.

Note! This property is mandatory. You must select a variable for the output result even if you do not plan on using the variable. If this is not done, a validation error will be generated in the Problems view.

1. Select the Output Result row in the block's property table.
2. In the Value field, click the down arrow and select a variable.

For more information, see [Upgrading Projects and Diagrams](#).

Condition Property

Find this property's details under [Common Properties for Callflow Blocks](#).

Logging Details Property

Find this property's details under [CommonPropertiesforCallflowBlocks](#).

Log Level Property

Find this property's details under [Common Properties for Callflow Blocks](#).

Enable Status Property

Find this property's details under [Common Properties for Callflow Blocks](#).