

GENESYS[®]

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Composer Help

Orchestration Options

Orchestration Options

Using Composer, you can create Routing applications for the Genesys Orchestration Platform 8.x (ORS)—which takes the Genesys core capability of routing, extends it, and integrates it tightly with other Genesys products.

There are two ways to view Orchestration Server options:

- 1. Right-click a Project and selecting Properties.
- 2. When a Project is selected, click the Properties menu and select Properties.

In the resulting dialog, select Orchestration Options. The options are:

- Use External Events
- Start Workflow SCXML application on interaction.onrouterequest event (described below)
- Use Single GVP Session to Execute Treatments
- Use Interaction Submitters
- Interaction Detach

| Properties for Forward2Externa | |
|---|---|
| type filter text | Orchestration Options $\Leftrightarrow \checkmark \Rightarrow \checkmark \checkmark$ |
| Type ritter text ▶ Resource Builders Code Generation Mode Composer Callflow Option: Default Logging ICM Support Locales Orchestration Options Project Properties Project References Prompt Management Refactoring History Reset IPD Publish Informati Run/Debug Settings Task Tags Tomcat Deployment ▷ Validation | Orchestration Options |
| | Note: Change in option requires Code generation for all the Worklfow diagram files in this Project. |
| • | Restore <u>D</u> efaults <u>Apply</u> |
| ? | OK Cancel |

Also see:

- Orchestsration Preferences
- Orchestration Extensions

Start Workflow SCXML application on interaction.onrouterequest Event

Starting with 8.1.400.37, Composer adds a Project-level option, **Start Workflow SCXML** application on interaction.onrouterequest event, that you can use to control the start of a workflow SCXML application. If enabled, an interaction process diagram will start the workflow diagram SCXML upon receiving the interaction.onrouterequest event for voice interactions. If this option is not enabled, Composer will use the interaction.added event for regular voice calls and the interaction.attach.done event for consult calls. To change this option, you must generate code for all the interaction process diagram files in a Project. By default, this option is not enabled. As result, older applications will continue to start the workflow diagram SCXML upon receiving the interaction.added event. This option should not be enabled for multimedia (non-voice) interactions. Composer also adds the interaction.onrouterequest event to the default set of voice event handlers.