GENESYS™

Composer Help

Route Flow Control Blocks

4/30/2025

Route Flow Control Blocks

The table below summarizes the routing blocks used for flow control.

Assign Block	Use to assign a computed value/expression or a literal value to a variable
Attach Block	Use for attaching a specific interaction to the current Orchestration Server session.
Begin Parallel Block	Use to enable the design of multiple threads, such as running busy treatments in parallel files.
Branching Block	Use as a decision point in a callflow or workflow. It enables you to specify multiple application routes based on a branching condition. Depending on which condition is satisfied, the call follows the corresponding application route.
Cancel Event Block	Use to cancel a custom event.
Detach Block	Use for detaching a specific interaction from the current Orchestration Server session.
Disconnect Block	Use to invoke the Cancel Call treatment, which ends the strategy and deletes the interaction from URS memory.
ECMAScript Block	Use to build an ECMA Script expression for routing decisions.
End Parallel Block	Use to mark the end of the threads that were started by a matching Begin Parallel block.
Entry Block	All routing strategy diagrams must start with an Entry block. Defines variables that can be shared across different blocks in the same workflow. The Entry block cannot have any incoming connections.
Exit Block	Use to terminate the workflow or to return control back to calling workflow in case of subworkflow (subroutine).
Log Block	Use to log information about the application; for example, caller-recorded input that is collected while the application is running, or error messages.
Looping Block	In cases where multiple records are returned, the Looping block can loop through all the records.
Raise Event Block	Use to throw custom events.
Response Block	Sends a response to a request-based event from an external application to the Orchestration Platform.
SCXML State Block	Use to write custom SCXML code for Composer to include in the SCXML document that it generates based on the workflow diagram.
Subroutine Block	Use to invoke external SCXML documents or a sub-workflow created using Composer.

User Data	Use to update an interaction's User Data.
Wait Event Block	Use to have ORS transition out when one of the defined events is received and the associated condition is true.