Composer Help

Runtime Configuration

4/2/2025

Runtime Configuration

Contents

This topic discusses both Workflow Diagram and Callflow Diagram runtime configuration.

Workflow Diagram Runtime Configuration

When you publish an interaction process diagram, Composer creates an EnhancedRouting Script object in Configuration Server. This Script object has a context_management_services_url parameter, which is initialized with the UCS server parameters configured in Context Services Preferences.
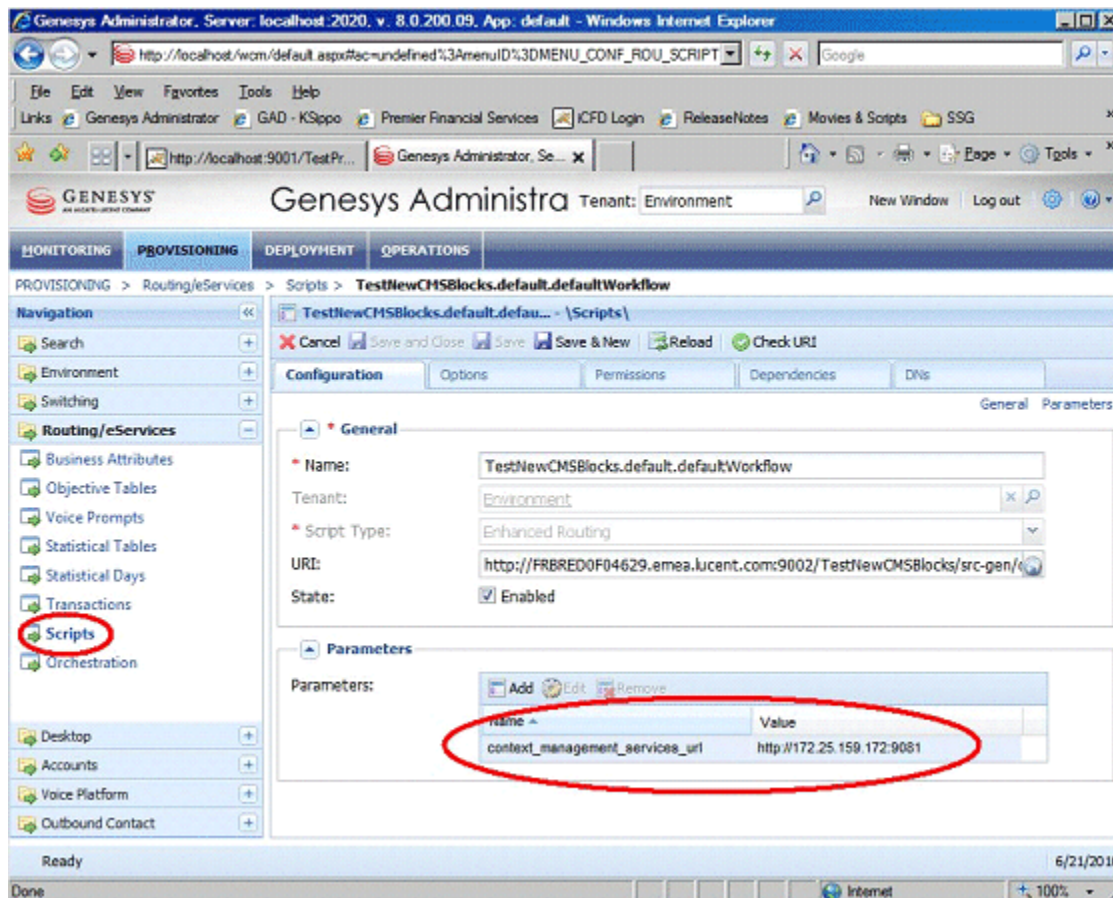
The Script objects are automatically created by Composer and the url is also automatically set if the Project is deployed within Composer (in embedded TOMCAT)
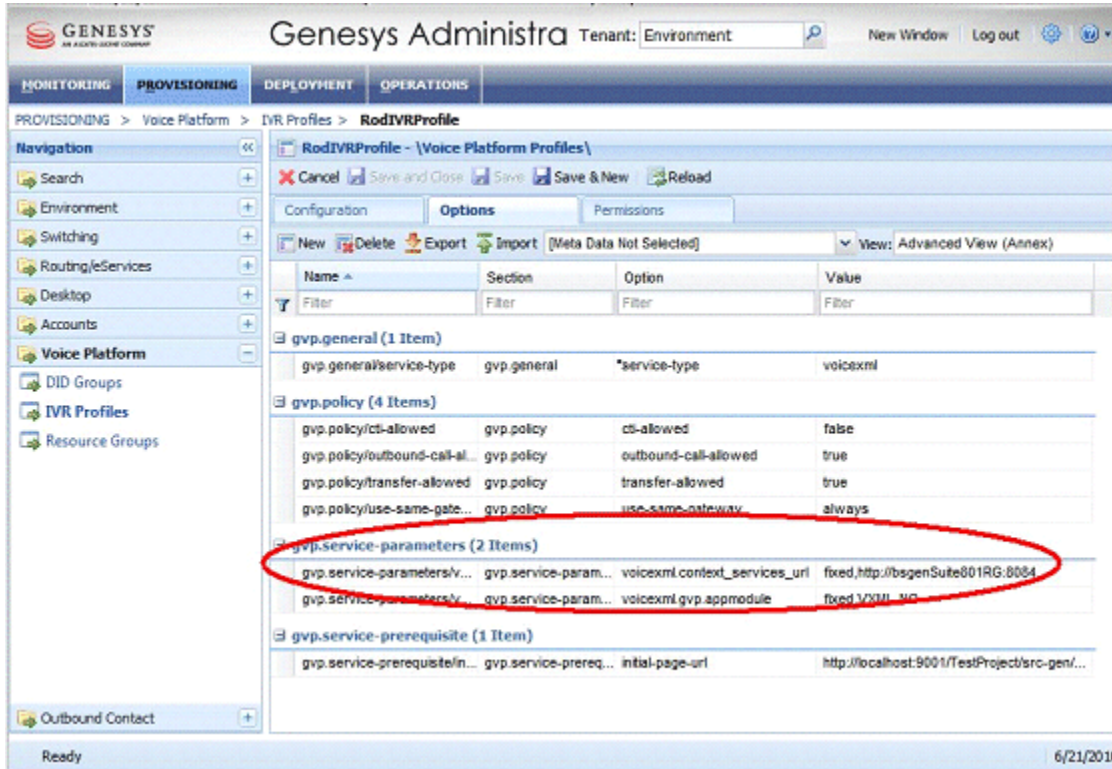
Manual Configuration

If using a DN to trigger the interaction process SCXML application, in the Annex of the DN, you must manually add the following property: Orchestration/application=script:<Name of the Script

object as defined above>

Callflow Diagram Runtime Configuration

Update the IVR Profile to define a `context_services_url` parameter whose value points to the Context Services (UCS) URL defined in the Context Services preference page.

Running a Callflow

This section describes the configuration required to run a callflow from a Play Application workflow block. Configure the `context_services_url` parameter in Resource Manager's default IVR Profile, which Resource Manager passes on to the VXML application.

Note: Depending on the `media-service` parameter seen in the INVITE, the service type changes for MSML call flows. If `media-service=treatment` or conference or record (recording client) or cpd, add the following to ensure that the `cs_services_url` parameter is populated in the Composer callflow:
`treatment.context_services_url=fixed,`http://demosrv8:9080
`treatment.cs_services_url=fixed,`http://demosrv8:9080/genesys/1/cs

1. In the Sip Switch/DN/VOIP Services/MSML_Service DN (if the msml-support option is true in Sip Server) or in the standard VoipService DN (if the msml-support option is false in Sip Server): change the option contact from `sip:host_MCP:port_MCP` to `sip:host _RM:port_RM`.

2. In the Tenant object, designate a default profile for Resource Manager: `gvp.general` section, option `default-application=`<*name of some IVRProfile object under that tenant*>; for instance, Default Application.

3. In the IVR Profile/Default Application specified above, in the Annex, add the section `gvp.service-parameters.`

4. In the `gvp.service-parameters` section, add the option `msml.context_services_url=` `fixed`, `http://demosrv8:9080` (here, host:port of Context Management Server, which is the Server port that you specified in Context Services Preferences).

5. In the `gvp.service-parameters` section, add the option `voicexml.context_services_url=` `fixed`, `http://demosrv8:9080` (here, host:port of Context Management Server, which is the Server port that you specified in Context Services Preferences).

6. If using Context Services 8.5 (8.1.440.18), add the option for Genesys Mobile Services url. Example: In the `gvp.service-parameters` section, add the option `voicexml.cs_services_url=` `fixed`, `http://demosrv8:9080/genesys/1/cs`.