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Composer Help

Welcome

Welcome

Welcome to the Composer 8.1.4 Help. Composer is an **Integrated Development Environment (IDE)**, based on **Eclipse**, for developing:

- **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.
- Voice applications for **Genesys Voice Platform (GVP) 8.1+**—a software suite, which unifies voice and web technologies to provide a complete solution for customer self-service or assisted service.

Expand the Table of Contents on the left to view all topics. Use the links below to get started in functional areas.

Tip

You can also click **Search** at the top right. To search all Genesys docs, or just Composer, position the cursor immediately after the magnifying glass and press Enter. A search page appears. Composer is under **On-Premise Content**.

Quick Start

See the **Composer Videos**, specifically the video on Getting Started After Installation.

- Use the information below **Quick Start** to learn how to create a simple routing strategy, attach data that will appear on the agent desktop, and route to the preferred agent.

Videos

Don't miss the **Composer videos**. Since Orchestration Server executes the SCXML-based routing strategies created in Composer, you might also be interested in the **Orchestration Video**.

Introduction to Composer

This section includes the following information:

Validation, Debugging & Deployment

This section includes information on:

[Quick Start](#)

[Introduction to Composer](#)

[Interface Overview](#)

[Samples and Templates](#)

[Validation](#)

[Debugging Routing Applications](#)

[Debugging Voice Applications](#)

[Testing on Tomcat](#)

GVP Voice Applications

This section includes information on:

[Creating Voice Applications](#)

[Sample Text-to-Speech Application](#)

[Preferences for Voice Applications](#)

[How Do Voice Applications Work?](#)

[Voice Block Palette Reference](#)

Sample Applications & Templates

This section includes information on:

[Routing Templates and Samples](#)

[Project Templates](#)

[Diagram Templates](#)

[GVP Voice Project Templates](#)

[Last Called Agent Routing](#)

Orchestration Routing Applications

This section includes information on:

[Creating Routing Applications](#)

[Sample DNIS Routing Application](#)

[Preferences for Routing Applications](#)

[Interaction Process Diagrams](#)

[Routing Block Palette Reference](#)

Installation, Videos, Troubleshooting

This section includes information on:

[Installation Video](#)

[Installation/Deployment Guide](#)

[Troubleshooting](#)

[Best Practices](#)

[Useful Resources](#)

Common Voice & Route Functionality

This section includes information on:

Links to Useful Docs

This section includes information on:

[Code Generation](#)

[Exception Events](#)

[Diagram Preferences](#)

[Defining Variables](#)

[Expression Builder](#)

[Orchestration Server Wiki](#)

[Orchestration Server Extensions](#)

[SCXML Language Reference](#)

[Genesys Voice Platform Wiki](#)

[System-Level Guides](#)