

GENESYS[®]

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Composer Help

Complete Service Block

Complete Service Block

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Use this block in a callflow/workflow to mark an active service as completed in the Universal Contact Server Database used for Context Services.

You can also use this block to pass additional state-related data to the database. For example, when completing a service state, such as "Callback pending," the disposition could be "unsuccessful - no answer."

Tip

If using Context Services 8.5, the database for service/state information is the Genesys Mobile Services database. If using Context Services 8.1, the database for service/state information is the Universal Contact Server database. For more information, see General Guidelines for Context Services Preferences.

The Complete Service block has the following properties. The behavior of some properties will vary depending on whether you are in offline or online mode.

Name Property

Find this property's details under Common Properties for Callflow Blocks or Common Properties for Workflow Blocks.

Block Notes Property

Find this property's details under Common Properties for Callflow Blocks or Common Properties for Workflow Blocks.

Find this property's details under Common Properties Context Services.

Exceptions Property

Find this property's details under Common Properties for Callflow Blocks or Common Properties for Workflow Blocks.

You can also define custom events.

Condition Property

Find this property's details under Common Properties.

Logging Details Property

Find this property's details under Common Properties.

Log Level Property

Find this property's details under Common Properties.

Enable Status Property

Find this property's details under Common Properties.

Application ID Property

Find this property's details under Common Properties Context Services.

Application Type Property

Find this property's details under Common Properties Context Services.

Disposition Code Property

Find this property's details under Common Properties Context Services.

Disposition Description Property

Find this property's details under Common Properties Context Services.

Media Type Property

Find this property's details under Common Properties Context Services.

Resource ID Property

Find this property's details under Common Properties Context Services.

Resource Type Property

Find this property's details under Common Properties Context Services.

Service ID Property

Find this property's details under Common Properties Context Services.

Use Server Timestamp Property

Find this property's details under Common Properties Context Services.

ORS Extensions Property

Starting with 8.1.4, Composer blocks used to build routing applications (with the exception of the Disconnect and EndParallel blocks) add a new ORS Extensions property.