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Composer Help

[Complete State Block](#)

Complete State Block

Contents

- **1 Complete State Block**
 - 1.1 Name Property
 - 1.2 Block Notes Property
 - 1.3 Exceptions Property
 - 1.4 Condition Property
 - 1.5 Logging Details Property
 - 1.6 Log Level Property
 - 1.7 Enable Status Property
 - 1.8 Application ID Property
 - 1.9 Application Type Property
 - 1.10 Disposition Code Property
 - 1.11 Disposition Description Property
 - 1.12 Media Type Property
 - 1.13 Resource ID Property
 - 1.14 Resource Type Property
 - 1.15 Service ID Property
 - 1.16 Use Server Timestamp Property
 - 1.17 ORS Extensions Property

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 WorkflowBlocks**.

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 ContextServices**.

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.