



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Composer Help

Creating a New Workflow Diagram

12/14/2025

Creating a New Workflow Diagram

Contents

- [1 Creating a New Workflow Diagram](#)
 - [1.1 Cheat Sheets](#)
 - [1.2 Adding a Workflow Diagram to a Project](#)

Cheat Sheets

Composer provides a cheat sheet to walk you through the steps for building a routing strategy.

- In the **Welcome Screen (Help > Welcome)**, click the Composer link and select the Create a Routing Strategy tutorial. It will also describe the steps for how to simulate calls.
- If you are already inside the **workbench**, access the same cheat sheet from the Menu bar at the top by selecting **Help > Cheat Sheets > Composer > Routing Strategy**.

Adding a Workflow Diagram to a Project

To add a new workflow diagram to an existing Composer Project:

1. Click the **button** on the main toolbar to create a new workflow .
 - Or use the keyboard shortcut: Ctrl+Alt+R.
 - Or select **File > New > Workflow Diagram**.
 - Or right-click the Workflows folder in a Project and select **New > Other > Workflow Diagram**.
2. In the wizard, select the tab for the type of the workflow. There are two main types of workflows in Composer represented by wizard tabs:
 - **Main Workflow**: Used for the main application where the call will land or be transferred to from another application.
 - **Subworkflow**: Used for modularizing your applications. It is useful for structuring large applications into manageable components.
3. Select either **Main Workflow** or **Subworkflow**.
4. Select the type of diagram.
5. Click **Next**.
6. Select the Project.
7. Click **Finish**.
8. Create the workflow. [See Your First Application "DNIS Routing"](#) on how to get started.

Note: The condition expression for event-related properties in interaction process (IPD) and workflow diagrams are not XML-escaped when generating the SCXML code. For more information, see [Troubleshooting ORS Compile Errors and Non Escaped Special Characters](#).