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Composer Help

Interaction Process Diagram Blocks

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The following blocks can comprise an **interaction process diagram (IPD)**:

- **Interaction Queue block** to define or select a multimedia (non-voice) interaction queue in an interaction process diagram and to create Views, which defines conditions for pulling interactions out of the queue for submittal to workflows.
- **Media Server block** to get interactions of a particular media type (other than voice) into an interaction process diagram.
- **Workflow block** to point to a workflow resource (workflow diagram or SCXML file) to which interactions should be sent for processing.
- **Workbin block** to define a temporary storage area called a workbin, which is accessible from the agent desktop.
- **Flow Control blocks** to support multiple views per interaction queue, the following Flow Control blocks are available when creating an IPD: Branching, ECMAScript, Log.
- **Workflow-Generated Blocks**

Working with IPDs

Information on working with IPDs is presented below.

- **IPD Overview**
- **Starting a New IPD**
- **Interaction Queue Views**
- **Linking IPDs with Workflows**
- **Publishing Updates**