



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

Query Block

Contents

- 1 Query Block
 - 1.1 Name Property
 - 1.2 Block Notes Property
 - 1.3 Condition Property
 - 1.4 Enable Status Property
 - 1.5 Logging Details Property
 - 1.6 Log Level Property
 - 1.7 Request ID Property
 - 1.8 Expected Wait Time Property
 - 1.9 Login Size Property
 - 1.10 Position in Queue Property
 - 1.11 Priority Property (Queue)
 - 1.12 Total Size Property
 - 1.13 ORS Extensions Property

Query Block

Use the Query block to query the status of a route request. Can be used for both voice and multimedia interactions. For more information, see the *Orchestration Server Developer's Guide*, Queue Interface, [Action Elements](#), <query> Action Element.

Name Property

Find this property's details under [Common Properties](#).

Block Notes Property

Find this property's details under [Common Properties](#).

Condition Property

Find this property's details under [Common Properties](#).

Enable Status 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](#).

Request ID Property

Request ID is an input parameter. Specify either:

- a variable holding the request ID of an outstanding queuing request;
- or a Target/Route Interaction block (Block Reference)

Expected Wait Time Property

Select a variable to contain the expected wait for the route request. Also see:

- [Expected Wait Time](#)
- [Login Size](#)
- [Position in Queue](#)
- [Request ID](#)
- [Total Size](#)
- [Queue Poll Rate](#)

Login Size Property

Select the variable to contain the number of agents logged in currently targeted for the route request (you must have URS 8.1.3+). The selected variable will be populated with the respective output value obtained from the operations described in the [Expected Wait Time](#) property.

Position in Queue Property

Click the down arrow under Value and select the variable to contain the position that the route request currently has in the queue. The selected variable will be populated with the respective output value obtained from the operations described in the [Expected Wait Time](#) property.

Priority Property (Queue)

To use this optional property, click the down arrow under Value and select the variable, which contains a value expression returning the current priority of the route request in the queue. For more information, see <http://www.w3.org/TR/scxml/#ValueExpressions>.

Total Size Property

Select the variable to contain the total number of agents that could be targeted for the route request. The selected variable will be populated with the respective output value obtained from the operations described in the [Expected Wait Time_Property](#). You must have installed Universal Routing Server 8.1.3+.

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.