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Composer Help

Query States Block

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Use this block to query the database used for **Context Services** for active and completed **states** data for a specified **service**. You can also query for other types of service states such as user-defined service states.

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 Query States block has the following properties. The behavior of some properties can 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](#).

Extensions Property

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

State Elements Property

Use this property to indicate whether information on completed states and/or active tasks for this service state should be included in the returned results.

1. Click under **Value** to display the  button.
2. Click the  button to open a dialog box.

3. Check one or more of the following:

- **Active Tasks**
- **Completed Tasks**

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](#).

States Data Property

Click the down arrow under **Value** and select a variable to contain the matched state information.

Variables Mapping Property



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

Service ID Property

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



State Status Property

This property controls whether Active, Completed, or All States are returned.

1. Click under **Value** to display the  button.
2. Click the  button to open the State Status dialog box.
3. Opposite **Type**, select **Variable** or **Literal**.
 - If you select **Variable**, click the **Value** down arrow and select a variable that contains the name of the method to call.
 - If you select **Literal**, click the **Value** down arrow and select one of the following: **Completed**, **Active**, or **All**.

State Types Property

Use this property to filter for other service state types, such as user-defined service states.

1. Click under Value to display the  button.
2. Click the  button to open the State Types dialog box.
3. Click **Add** to open the Add dialog box.
4. Opposite **Type**, click the down arrow and select one of the following:
 - **Context Services**. Select a State Types identifier for Value. If Context Services attributes have been mapped to Configuration Server Business Attributes, you can select a State Types DB ID. If no Business Attribute is mapped in the UCS configuration, then UCS accepts any integer value which could represent a state type defined in an external client-specific database.
 - **Literal**. Then enter a preconfigured state type from the Configuration Database.
 - **Variable**. Then select the variable that contains the state type.
5. Click **OK**. The State Types dialog box reflects your entry. You can also use this dialog box to edit and remove state types.

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.