GENESYS

Composer Help

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Common Blocks & Functionality

Contents

This topic describes the blocks and functionality that can be used for both Orchestration routing and GVP voice applications.

Common Blocks

Composer provides the following Common blocks:

- **Assign Block**. Use to assign a computed value/expression or an entered value to a variable.
- **Branching Block**. Use as a decision point in a callflow or workflow. It enables you to specify multiple application routes based on a branching condition. Depending on which condition is satisfied, the call follows the corresponding application route.
- **Context Services Blocks**. If the Context Services capability is enabled at your site, you can use the following Context Services blocks to create callflows/workflows that extract customer data elements from the UCS Database and apply this knowledge when creating routing or voice applications.
- **Log Block**. Use to record information about an application. For example, you can log caller-recorded input collected while an application is running or error messages.
- **Looping Block**. Use to iterate over a sequence of blocks multiple times.
- **Outbound Common Blocks**. Support Genesys Outbound Contact.
- **Server-Side Blocks**. These blocks provide the ability to interact with internal and external custom server-side pages, Web Services, and URLs. These blocks can be used to exchange data like VoiceXML and SCXML variables, JSON strings between GVP interpreter, and custom server-side pages.

Common Functionality

These topics describe the Functionality that can be used for both Orchestration routing and GVP voice applications.

- Code Generation
- Custom Blocks
- Customization Manager
- Diagram Preferences
- Exception Events
- Expression Builder
- Genesys Administration Extension Preferences
- Getting Using Email Addresses
- Import and Export
- Link Tool
- Locales

- Time Zone Preferences
- User Data
- Variables Mapping

Note: Composer does not support copying blocks from a callflow to a workflow or vice-versa.

Special Note on Entry and Exit Blocks

These two blocks are also present on the palette for both routing and voice applications. The Entry block for routing applications has a different set of events than the Entry block for voice applications.

Link Tools

Routing and voice applications use the same link tools:

- Outlinks
- Exception Links

Composer Help Wiki URL

The URL to the Composer Help wiki is configurable by using the Online Wiki URL field: **Window** > **Preferences** > **Composer** >**Help**. The default works with English but if, for example, Japanese pages were available in a different location, then you could change the URL accordingly.