

GENESYS

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Composer Help

Getting Started with Route Applications

Getting Started with Route Applications

The information in this book will help you get started using Composer to build SCXML-based strategies (hereafter called routing applications) which can be comprised of one or more workflows). It assumes you have reviewed the topics in the general Getting Started with Composer section.

Preparation

Composer provides a wide range of tools to satisfy the needs of a diverse developer population. Ideally, you will be already be familiar with SCXML, XML, and HTML. If you do not wish to write code or use existing code templates, you can build routing workflows using Composer's designer where you place, configure, and connect routing blocks.

- · View the samples
- Set preferences
- Review the blocks for routing applications
- Review the Quick Start topic

Get Started

- · Create a new routing Project
- If routing multimedia interactions, review IPD planning & preparation.

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