

GENESYS

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Composer Help

Update Block

Contents

- 1 Update 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 Priority Property
 - 1.8 Request ID Property
 - 1.9 Timeout Property
 - 1.10 ORS Extensions Property

Composer Help 2

Update Block

Use the Update block to update the criteria associated with an outstanding submit request. Can be used for both voice and multimedia interactions. For more information, see the *Orchestration Server Developer's Guide*, Queue Interface, Action Elements, <update> 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.

Composer Help 3

Priority Property

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 update request. For more information, see http://www.w3.org/TR/scxml/#ValueExpressions.

Request ID Property

Specify either:

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

Timeout Property

Keep the detault of 30 (added in 8.1.440.18), or enter a value to be used to update the routing timeout for the pending queuing request (the initial queueing timeout is usually specified using the Target block Timeout property or the Route Interaction block Timeout property). For more information, see the *Orchestration Server Developer's Guide*, Queue Interface, Action Elements, <update> Action Element, timeout.

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.

Composer Help 4