

GENESYS

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Workflow Example and Palette

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The figure below shows an example routing workflow in Composer Design perspective.

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[] € €			Entry	-	
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🕞 Flow Control 🛛 🗢			. <u>.</u>	Using assign block we are assigning variable CalerDay with _genesys.session.dayInZone('ECT')	
6 Entry			Assign	CalerTime with _genesys.session.timeInZone('ECT')	
👺 Exit		Assign	DateTime	In Branching block following conditions are checked:	
N Disconnect				If CalerDay is weekend then Weekend message will be played to the caler	
📧 Assign		. <u>12</u> p	8 ranching		
🏤 Ecma Script			nching1	If CalerDay is weekday and CalerTime is after business hours then After business hours message will be played	
😨 Subroutine		Bra		to the caller	
🚼 Branching			default	If CalerDay is weekdays and CalerTime is within business	
- Looping		WeekEnd		hours, then the call is load balanced between two agent	4
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🖏 User Data	🗈 Assign				
😕 Routing	Model	Property	Value		
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eServices		Assign Assign Data	CallerDay= gene	esys.session.dayInZone('EC V	
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As shown above, in Composer Design perspective, the palette of blocks appears on the left. When creating workflows, you drag blocks from palette, drop them in the center canvas area, configure their properties in the lower Properties tab, and connect them.