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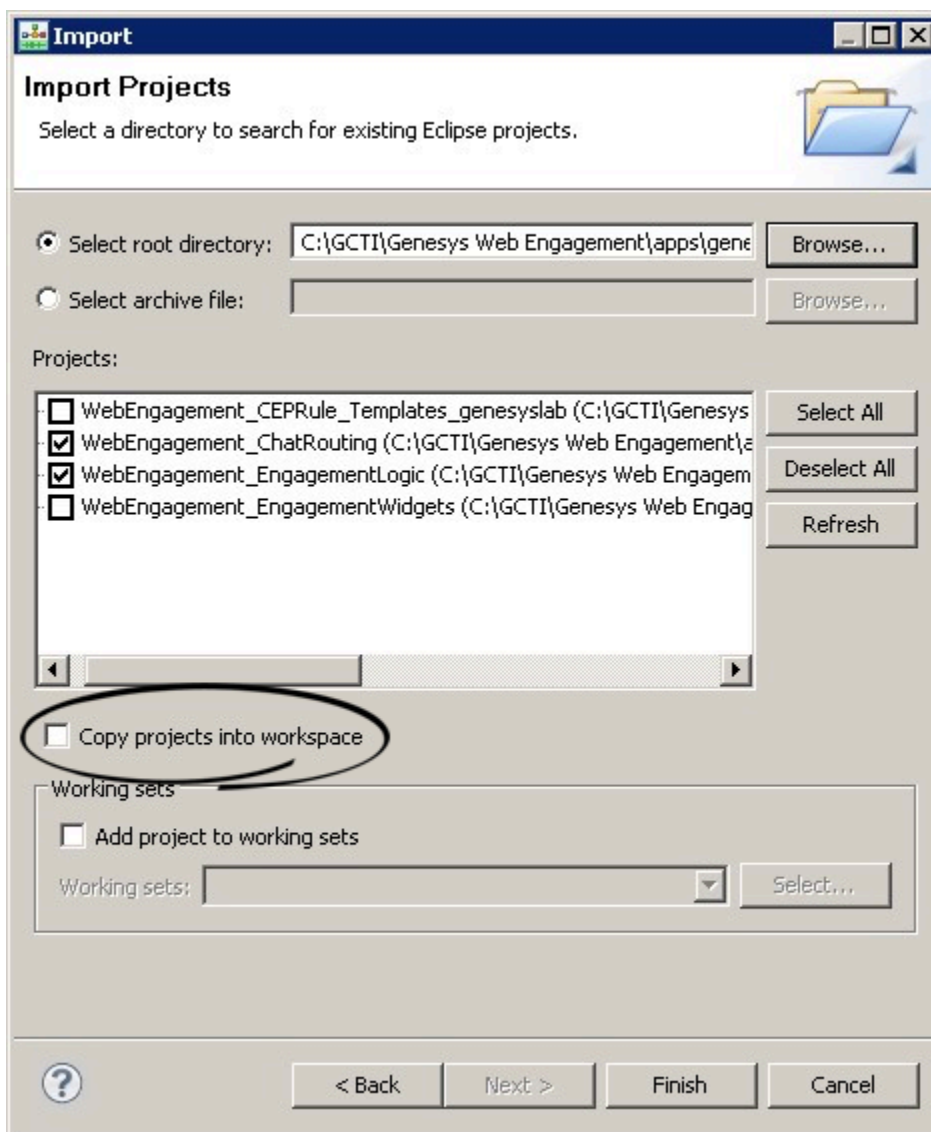
Developer's Guide

Customizing the SCXML Strategies

Customizing the SCXML Strategies

When you create your application, Genesys Web Engagement also creates default chat routing and engagement logic strategies in the `\apps\application_name\resources_composer-projects\` folder. Orchestration Server (ORS) uses these strategies to decide whether and when to make a proactive offer and which channels to offer (chat or custom widget, for example, an advertisement). You can modify these strategies by importing them into Composer.

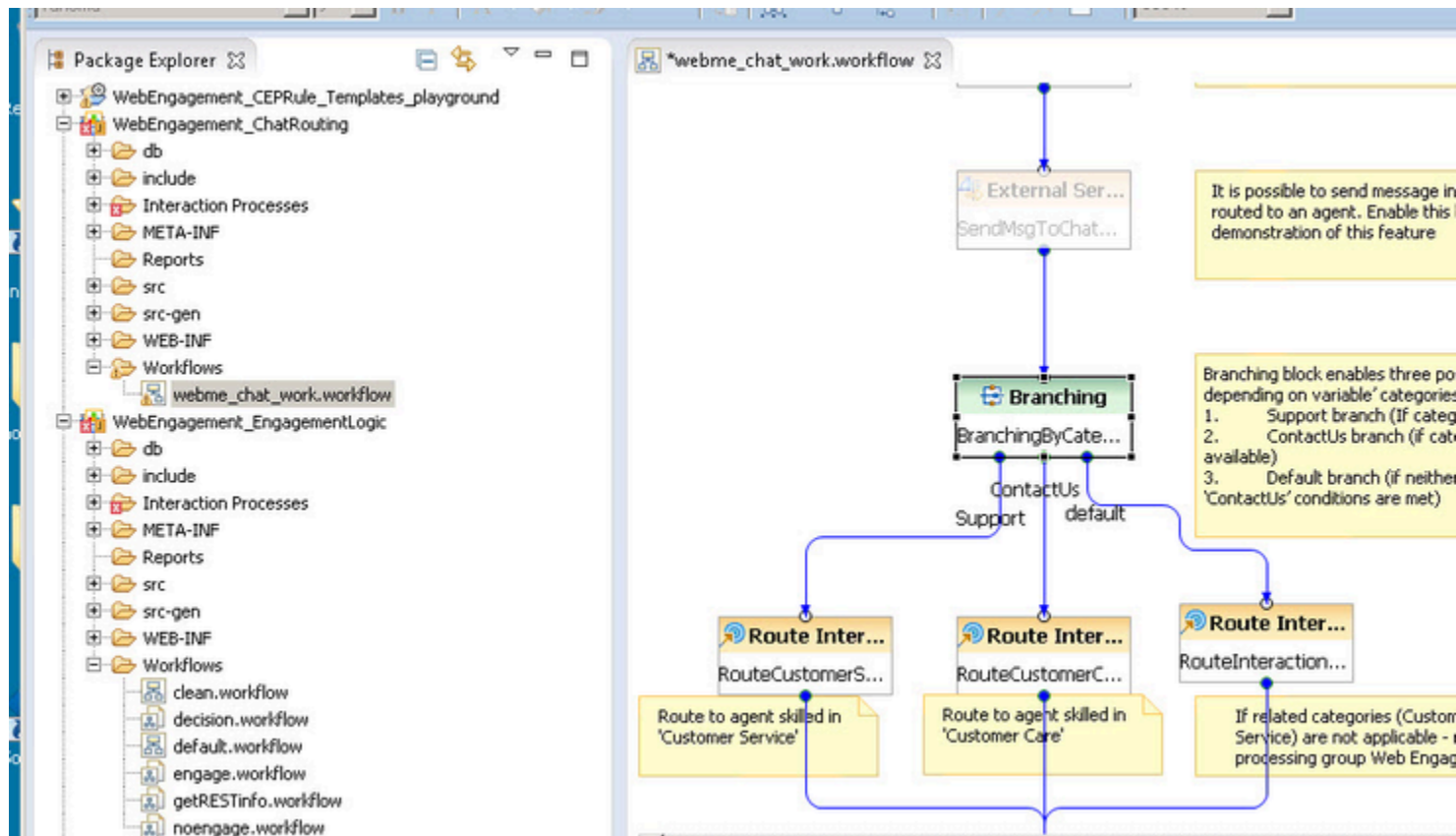
Warning: When importing routing strategies, you must not enable the **Copy projects into workspace** option.



Routing Strategy Import Dialog

Warning: When you modify your routing strategies, you can update workflows and processes. You can also compile the strategies. But you must not use Composer's Publish functionality, which is incompatible with Web Engagement.

The following shows the Chat Routing workflow, where interactions are routed to agents with "Customer Service" or "Customer Care" skills:



A Chat Routing workflow example.

When you alter the strategies, you must save your changes, generate the code, redeploy, and restart your Genesys Web Engagement application to apply those changes.

You can customize the routing strategies to help meet your specific business needs:

- [Customizing the Engagement Strategy](#)
- [Customizing the Chat Routing Strategy](#)