

GENESYS

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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.

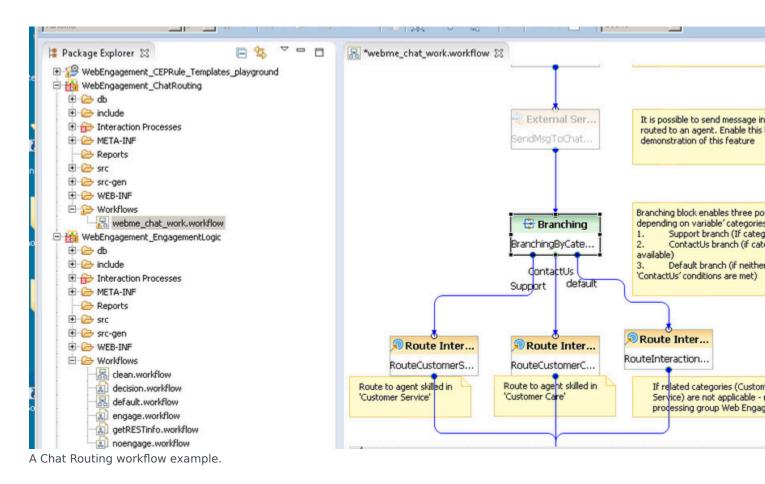
Warning: When importing routing strategies, you must not enable the **Copy projects into workspace** option.

👬 Import	
Import Projects Select a directory to search for existing Eclipse projects.	
Select root directory: C:\GCTI\Genesys Web Engagement\apps\gene Select archive file: Projects:	Browse Browse
 WebEngagement_CEPRule_Templates_genesyslab (C:\GCTI\Genesys WebEngagement_ChatRouting (C:\GCTI\Genesys Web Engagement\a WebEngagement_EngagementLogic (C:\GCTI\Genesys Web Engagement_EngagementWidgets (C:\GCTI\Genesys Web Engagement_Engagement_EngagementWidgets (C:\GCTI\Genesys Web Engagement_Engagement_EngagementWidgets (C:\GCTI\Genesys Web Engagement_Engagement_EngagementWidgets (C:\GCTI\Genesys Web Engagement_Engageme	Select All Deselect All Refresh
Copy projects into workspace	
Working sets	
Add project to working sets	
Working sets:	Select
Back Next > Finish	Cancel

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:



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