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Orchestration Server Developer's Guide

Route to Fetched Targets With Invoking SCXML Strategies

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Route to Fetched Targets With Invoking SCXML Strategies

The following SCXML strategy uses the results of a fetch request to construct routing targets.

Fetched files content

- File //myhost/Fetch_1.txt:
`{"id":813, "id1":819}`
- File //myhost/Fetch_2.txt:
`{"id":511, "id1":517}`

Root strategy

```
<scxml version="1.0" xmlns="http://www.w3.org/2005/07/scxml"
  xmlns:queue="www.genesyslab.com/modules/queue"
  xmlns:dialog="www.genesyslab.com/modules/dialog"
  xmlns:session="www.genesyslab.com/modules/session"
  xmlns:xi="http://www.w3.org/2001/XInclude"
  initial="waitinteraction">
<script>
  var data1;
  var data2;
</script>
<state id="waitinteraction">
  <transition event="interaction.added" target="getdata1"/>
</state>
<state id="getdata1">
  <onentry>
    <session:fetch srcexpr="'http://myhost/Fetch_1.txt'"/>
  </onentry>
  <transition event="session.fetch.done" target="getdata2">
    <script>
      data1= JSON.parse(_event.data.content);
    </script>
  </transition>
  <transition event="error.session.fetch" target="error"/>
</state>
<state id="getdata2">
  <onentry>
    <session:fetch srcexpr="'http://myhost/Fetch_2.txt'"/>
  </onentry>
  <transition event="session.fetch.done" target="initial">
    <script>
      data2= JSON.parse(_event.data.content);
    </script>
  </transition>
</state>
```

```
    </transition>
    <transition event="error.session.fetch" target="error"/>
</state>
<state id="initial">
  <transition cond="_genesys.ixn.interactions[0].userdata['switch']=='1'"
  target="queued"/>
  <transition cond="_genesys.ixn.interactions[0].userdata['switch']=='2'"
  target="queued1"/>
</state>
<state id="queued">
  <onentry>
    <queue:submit queue="'vq1'" priority="5" timeout="2">
      <queue:targets type="skill" statserver="'Single_StatServer'">
        <queue:target
          skillexpr="'switch=1&id'+ data1.id + '&id'+ data1.id1"/>
      </queue:targets>
    </queue:submit>
  </onentry>
  <transition event="queue.submit.done" target="exit" />
  <transition event="error.queue.submit" target="q2.queued" />
</state>
<state id="queued1">
  <onentry>
    <queue:submit queue="'vq1'" priority="5" timeout="2">
      <queue:targets type="skill" statserver="'Single_StatServer'">
        <queue:target
          skillexpr="'switch=1&id'+ data2.id + '&id'+ data2.id1"/>
      </queue:targets>
    </queue:submit>
  </onentry>
  <transition event="queue.submit.done" target="exit" />
  <transition event="error.queue.submit" target="q3.queued" />
</state>
<xi:include resolved ="q2" href="Inv_Queue_2.xml" xpointer="queued" >
<xi:include resolved ="q3" href="Inv_Queue_3.xml" xpointer="queued" >
<final id = "exit"/>
<final id = "error"/>
</scxml>
```

Strategies making second-chance routing to queues (if first queue:submit failed)

- File //myhost/Inv_Queue_2.xml:

```
<scxml version="1.0" xmlns="http://www.w3.org/2005/07/scxml"
  xmlns:queue="www.genesyslab.com/modules/queue"
  initial="initial">
<state id="initial" >
  <transition event="interaction.added" target="queued"/>
</state>
<state id="queued">
  <onentry>
    <queue:submit queue="'vq1'" priority="5" timeout="100">
      <queue:targets type="queue">
        <queue:target name="'8112_sw1'"/>
      </queue:targets>
    </queue:submit>
```

```
</onentry>
  <transition event="queue.submit.done" target="exit" />
  <transition event="error.queue.submit" target="error" />
</state>
<final id = "exit"/>
<final id = "error"/>
</scxml>
```

- File //myhost/Inv_Queue_3.xml:

```
<scxml version="1.0" xmlns="http://www.w3.org/2005/07/scxml"
  xmlns:queue="www.genesyslab.com/modules/queue"
  initial="initial">
<state id="initial" >
  <transition event="interaction.added" target="queued"/>
</state>
<state id="queued">
  <onentry>
    <queue:submit queue="'vq1'" priority="5" timeout="100">
      <queue:targets type="queue">
        <queue:target name="'8113_sw1'"/>
      </queue:targets>
    </queue:submit>
  </onentry>
  <transition event="queue.submit.done" target="exit" />
  <transition event="error.queue.submit" target="error" />
</state>
<final id = "exit"/>
<final id = "error"/>
</scxml>
```