Orchestration Server Deployment Guide

DN-Level Options

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Contents

DN-Level Options

This section lists DN-level options configured in the `Orchestration` section.

application@<Orchestration cluster name>

Option section: Orchestration

Configuration object: DN (Extension or Routing Point), Interaction Queue for Legacy Pulling

Default value: None

Valid values: Any valid URL

Value changes: For the next interaction that uses this resource.

- Starting with release 8.1.400.36, ORS provides the capability to define which ORS cluster will process interactions. This release introduces this functionality for deployments with Voice interactions.

- Starting with release 8.1.400.39, ORS provides this capability in a deployment with Legacy Pulling of multimedia interactions, which you configure on the Interaction Queue.

The `application@<Orchestration cluster name>` option specifies the URL of the SCXML document to load for ORS nodes that belong to a specific Orchestration cluster as defined in the option name. When this option is configured, only the ORS nodes that belong to the defined cluster will process calls. If this option is not configured, ORS will load and execute the SCXML document configured in the application option.

If you need to dynamically transition the processing of interactions to the new Orchestration cluster, perform following steps:

1. In Configuration Layer, modify the `Orchestration` section in the Annex of all Routing Points that Orchestration Cluster_A currently serves:

- Configure option `application@<Cluster_A>` with the same value specified in the existing application option.
- Delete the `application` option.

2. Deploy Orchestration Cluster_B and start the ORS nodes of Cluster_B.
3. In the Annex of RoutingPoint_B that will be served by Orchestration Cluster_B:

- Configure option `application@<Cluster_B>` with the same value as specified in the existing `application@<Cluster_A>` option.
- Delete the `application@<Cluster_A>` option.

Starting from this moment, only ORS nodes from Cluster_B will process calls arriving on RoutingPoint_B.

application

Option section: `Orchestration`

Configuration object: `DN (Extension or Routing Point or Interaction Queue)`

Default value: none (this is a required option)

Valid values: any valid URL

Value changes: For the next interaction that hits this resource

This option specifies the URL of the SCXML document to load. The URL can be any one of the following protocols:

- `file:<path>`

- `http://<url>`

- `script:<name of script object>` The use of script: allows an indirect reference to a script object of type `CfgEnhanced Routing`, which can contain the application URL, parameters, and other configuration values.

The URL can also contain parameters which will be passed to the Application server. The values shown in the URL Parameter Elements for application below are substituted at run-time based on the information in the interaction.

URL Parameter Elements for application

- `[DNIS]` The `DNIS` attribute of the interaction
- `[ANI]` The `ANI` attribute of the interaction
- `[DN]` The `ThisDN` attribute of the interaction
- `[CED]` The `CollectedDigits` attribute of the interaction
- `[EMAILFROM]` E-mail from address
- `[EMAILTO]` E-mail to address
- `[EMAILSUBJECT]` E-mail subject
- `[UDATA]` Expanded to the entire user data of the interaction in the format: `name1=value1&name2=value2&…`
- `[UDATA.*]` Expanded to the entire user data of the interaction in the format: `name1:value1,name2:value2,…`
- `[UDATA.name]` Expanded to the value of a specific user data key of the interaction value.

For example: `&servicetype=[UDATA.ServiceType]` could resolve to:`&servicetype=CreditCards`.

Examples

- `application = http://xserver.genesyslab.com:80/NewCallReq.asp`

- `application= http://xserver.genesyslab.com:80/NewCallReq.asp?ani=[ANI]&dnis=
[DNIS]&servicetype=[UDATA.ServiceType]`

- `application = script:orsscript`

Users can provide an alternate URL utilizing the following rules. The value of the application section can be done as follows:

`application = <URL1><single space><URL2>`

For example:

- `application = http://host1/RouteToDN1.scxml http://host1/RouteToDN2.scxml`

- `application = http://host1/RouteToDN1.scxml http://host1/RouteToDN2.scxml`

The same is applicable for `file:<path>`. A single space is used between the two file paths.