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Orchestration Server Developer's Guide

Migration from IRD

Migration from IRD

The following table documents the mapping from URS/IRD function block functionality to SCXML and Functional Modules functionality for use in Orchestration. This mapping will result in the creation of an SCXML snippet or a specific `<state>` element definition which represents the functionality of the function block. The following is a `<state>` element template that could be used:

```
<state id="function_block_name">
  <datamodel>
    <!-- This defines the data needed for processing this function block -->
  </datamodel>
  <onentry>
    <!-- Do the necessary function block action set up and action execution -->
    <xxxx:yyyy requestid="_data.reqid" .../>
  </onentry>
  <transition event="xxxx.yyyy.done" cond="..." target="...">
    <!-- transition based on results (equal to function block output port) -->
  </transition>
  <transition event="xxxx.zzzz" cond="..." target="...">
    <!-- additional actions if necessary and transitions based on it. (equal to
function block output port ) -->
  </transition>
  <transition event="error.xxxx.yyyy">
    <!-- transition based on results - (equal to function block error port) -->
  </transition>
</state>
```

Function Block	SCXML and Functional Module equivalent
Acknowledgement	<code><msgbased:createmessage></code> for appropriate media
Add Record	<code><session:fetch..." method = "'post'" srcexpr="'http://server.com...req=AddRecord'"></code>
ANI	<code><script></code> if done in orchestration, <code><session:fetch></code> with application server code, if done outside.
Assign	<code><assign></code> using ECMAScript object properties and functions
Attach Categories	Use <code>_genesys.ixn.interactions[.].udata</code> with category information (Business Attribute CME objects) from configuration server
Autoresponse	<code><msgbased:createmessage></code> for appropriate media
Business	<code><script></code> if done in orchestration, <code><session:fetch></code> with application server code, if done outside.
Busy	<code><dialog:playsound></code>

Function Block	SCXML and Functional Module equivalent
Call Subroutine	<include> or <invoke>
Cancel Call	<dialog:stop>
Chat Transcript	<msgbased:createmessage ... chattranscript="'xxx'"> for appropriate media
Classify	<classification:classify>
Classify (segmentation)	<classification:classify>, <script> if done in orchestration, <session:fetch> with application server code, if done outside.
Collect Digits	<dialog:collect>
Comment	<log> NOTE: As of Orchestration version 8.1.200.46 - the URS messages 22001 to 22020 are supported.
Create Interaction	<session:fetch srcexpr="'http://server1.com/.../customers/\${customer_id}/interaction...' method="'post'" ...>
Create Email Out	<msgbased:createmessage> for appropriate media
Create Notification	<msgbased:createmessage> for appropriate media
Create SMS	<msgbased:createmessage> for appropriate media
Database Wizard	<session:fetch>, specialized application server code
Date	<script> if done in orchestration (use ECMAScript standard date functions/objects or Session functional module ECMAScript date and time functions), <session:fetch> with application server code, if done outside.
Day of Week	<script> if done in orchestration (use ECMAScript standard date functions/objects or Session functional module ECMAScript date and time functions), <session:fetch> with application server code, if done outside.
Default	<queue:default>
Delete User Announcement	<dialog:deleteann>

Function Block	SCXML and Functional Module equivalent
DNIS	<code><script></code> if done in orchestration, <code><session:fetch></code> with application server code,
Do Not Call	<code><session:fetch..." method = "'post'" srcexpr="'http://server.com...req=DoNotCall'" /></code>
Entry	<code><initial></code> or <code><scxml initial attribute></code>
Error Segmentation	<code><script></code> if done in orchestration, <code><session:fetch></code> with application server code, if done outside.
Exit	<code><final></code>
External Service	<code><session:fetch></code> , specialized application server code
Fast Busy	<code><dialog:playsound></code>
Force Routing	<code><ixn:redirect></code>
Forward E-Mail	<code><msgbased:createmessage></code> for appropriate media
Function	<code><script></code> any functional module interface action or ECMAScript function.
Generic	<code><script></code> if done in orchestration, <code><session:fetch></code> with application server code, if done outside.
Identify Contact	<code><session:fetch srcexpr="'http://server1.com/cv/profiles'" method="get" ... ></code>
If	<code><if></code>
IVR	<code><dialog:remote></code>
Load Balancing	<code><queue:submit></code>
Macro	<code><include></code>
MultiAssign	<code><assign using ECMAScript object properties and functions></code>

Function Block	SCXML and Functional Module equivalent
MultiAttach	<script> or <assign> using _genesys.FMname.interactions[x].udata object properties
MultiScreen	<classification:screen>
Music	<dialog:playsound>
Pause	<runttreatments> and <pause>
Percentage	<queue:submit>
Play Announcement	<dialog:play> and <prompts type="tts">
Play Announcement and collect digits	<dialog:playandcollect>
Play Application	<dialog:start>
Processed	<session:fetch..." method = "'post'" srcexpr="'http://server.com...req=RecordProcessed'" />
Queue Interaction	<ixn:redirect>
RAN	<dialog:playsound>
Record User Announcement	<dialog:recordann>
Redirect E-Mail	<msgbased:createmessage> for appropriate media
Reply E-Mail From External Resource	<msgbased:createmessage> for appropriate media
Reschedule	<session:fetch..." method = "'post'" srcexpr="'http://server.com...req=RecordReschedule'" />
Ringback	<dialog:playsound>
Route Interaction	<queue:submit>
Screen	<classification:screen>

Function Block	SCXML and Functional Module equivalent
Screen (segmentation)	<code><classification:screen></code> , <code><script></code> if done in orchestration, <code><session:fetch></code> with application server code, if done outside.
Selection (target selection)	<code><queue:submit></code> , <code><dialog:runtreatments></code>
Send E-Mail	<code><msgbased:sendmessage></code>
Service level	<code><queue:submit></code> , <code><dialog:runtreatments></code>
Set Default Destination	<code><dialog:setdialogdefaultdest></code>
Silence	<code><dialog:playsound></code>
Statistics	<code><queue:submit></code> , <code><dialog:runtreatments></code>
Stop Interaction	<code><ixn:terminate></code>
Switch to Strategy	<code><include></code> or <code><invoke></code>
Text to Speech	<code><dialog:play><prompts type="tts"></code>
Text to Speech and Collect Digits	<code><dialog:playandcollect><prompts type="tts"></code>
Time	<code><script></code> if done in orchestration (use ECMAScript standard date functions/objects or Session functional module ECMAScript date and time functions), <code><session:fetch></code> with application server code, if done outside.
Update Contact	<code><session:fetch srcexpr="'http://server1.com/cv/profiles'" method="put"... ></code>
Update Record	<code><session:fetch... method = "'post'" srcexpr="'http://server.com...req=UpdateCallCompletionStats'" /></code>
Verify Digits	<code><dialog:playandverify></code>
Web Service	<code><session:fetch></code> with application server code
Workbin	<code><ixn:redirect></code>

Function Block	SCXML and Functional Module equivalent
Workforce	<code><queue:submit></code> , <code><dialog:runtreatments></code>