



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Orchestration Server Developer's Guide

Orchestration Server Sample Applications

4/12/2025

---

## Contents

- [1 Orchestration Server Sample Applications](#)
- [2 Using The Queue Module](#)
- [3 Using ECMAScript](#)
- [4 Fetching Data](#)
- [5 Invoking SCXML Sessions](#)
- [6 Using The Interaction Interface](#)
- [7 Using The Voice Interaction Interface](#)
- [8 Using The Dialog Interface](#)
- [9 Using The Statistics Interface](#)
- [10 Using The Session Interface](#)
- [11 Using Multimedia](#)

# Orchestration Server Sample Applications

# Using The Queue Module

- [Route to DN](#)
- [Route to DN Using Target ID](#)
- [Handle Routing Failure](#)
- [Route to DN and Put to Virtual Queue](#)
- [Route to Agent](#)
- [Route to Agent Using Target ID](#)
- [Route to Agent Without Checking Ready State](#)
- [Route to Agent on Specific DN Type](#)
- [Route to Agent and Run Treatments in Parallel](#)
- [Route to Place](#)
- [Route to Place Using Target ID](#)
- [Route to Place Without Checking Ready State](#)
- [Route to Agent Group](#)
- [Route to Agent Group Using Target ID](#)
- [Route to Agent Group Without Checking Ready State](#)
- [Route to Agent Group With Threshold](#)
- [Route to Place Group](#)
- [Route to Place Group Using Target ID](#)
- [Route to Place Group Without Checking Ready State](#)
- [Route to Queue](#)
- [Route to Queue Using Target ID](#)
- [Route to Agent by Skills](#)
- [Route to Agent by Skills Using Target ID](#)
- [Route to Routing Point](#)
- [Route to Routing Point Using Target ID](#)
- [Route to Multiple Agents](#)
- [Route to Multiple Agents Using Target ID](#)
- [Route to Agent Using Statistic](#)
- [Set Default Destination](#)

## Using ECMAScript

- [ECMAScriptTopLevel](#)
- [ECMA Script on Entry Into State](#)
- [ECMA Script on Exit From State](#)
- [ECMA Script During Transition](#)
- [ECMA Script After Invoke](#)
- [ECMA Script Function](#)
- [ECMA Script and Data Model](#)

## Fetching Data

- [Fetch Data](#)
- [Fetch Data in JSON Format](#)
- [Fetch Data With Parameters](#)
- [Fetch Data Using POST Method](#)
- [Handle Fetch Failure](#)

# Invoking SCXML Sessions

- [Invoke Session](#)
- [Invoke Session With Parameters](#)
- [Receive Event From Invoked Session](#)
- [Receive Event From Invoked Session and Extract Event Data](#)
- [Cancel Invoked Session](#)
- [Handle Invoke Failure](#)

## Using The Interaction Interface

- [Access Interaction Properties](#)
- [Set User Data](#)
- [Delete User Data](#)
- [Delete All User Data](#)



# Using The Voice Interaction Interface

- [Access Voice Interaction Properties](#)
- [Create Call](#)

## Using The Dialog Interface

- [Collect Digits](#)
- [Play Announcement With One Prompt](#)
- [Play Announcement With Two Prompts](#)
- [Play Announcement and Collect Digits](#)
- [Play Sound](#)
- [Record User Announcement](#)
- [Delete User Announcement](#)
- [Play Application](#)
- [Cancel Call](#)
- [Start on Remote Resource](#)
- [Run Series of Treatments](#)

## Using The Statistics Interface

- [Get Statistic Value](#)
- [Get Average Statistic Value](#)
- [Get Minimum Statistic Value](#)
- [Get Maximum Statistic Value](#)

## Using The Session Interface

- [Get Configuration Option Name](#)
- [Check If Special Day](#)
- [Get List Item Value](#)
- [Lookup Value](#)
- [Get Time in Time Zone](#)
- [Get Date in Time Zone](#)
- [Get Day in Time Zone](#)

## Using Multimedia

- [Work With E-Mail Or SMS](#)
- [Work With Chat](#)