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About This Software

Composer is an Integrated Development Environment (IDE) used to develop applications for:

- Genesys Voice Platform (GVP)—a VoiceXML-based voice portal for network service providers and enterprise customers, and
- Genesys Orchestration Server (ORS)—an SCXML engine that works in conjunction with the Genesys Universal Routing Server (URS) and Genesys Interaction Server to route all types of voice and digital customer service interactions.

Although the product name is Composer, the terms “Composer Voice” and “Composer Route” used in some places in the product, refer to the collection of capabilities that are used specifically for Genesys Voice Platform (GVP) application development, and Orchestration Platform (ORS) application development. Users may hide Composer Voice and/or Composer Route capabilities through a Composer preference setting. This is useful for developers who are only developing within limited Genesys platforms.

Composer is an Eclipse-based application. The use of Eclipse as the underlying framework enables the use of third party IDE plug-ins, supporting integration with third party source code control systems, server-side development enhancements, and side-by-side development of any business logic required to support your applications.

Application Development

Composer provides both drag and drop graphical development of GVP applications (or “callflows”) and ORS applications (or “workflows”) as well as syntax-directed editing of these applications.

For GVP applications, Composer supports creation and editing of VoiceXML 2.1, CCXML1.0 and SRGS 1.0 callflows.

For Orchestration Platform-supported SCXML applications, Composer supports SCXML 1.0. SCXML application developers can also work in an “offline” mode, providing the flexibility to work on the go or remotely without dependency on Genesys repository/Configuration. For example, developers would need to connect to Configuration Server in order to access configuration objects through the Target block.

Application Debugging

Composer provides real-time debugging capabilities for GVP voice applications and SCXML applications. For VXML-based GVP applications, the debugger is integrated with GVP for making test calls, viewing call traces, and debugging applications. It supports accessing SOAP and REST-based Web Services. Database access is possible using server-side logic and a Web Services interface.

For the Orchestration Platform, an Orchestration Server debugger is integrated within the workflow editor. The capabilities include setting breakpoints, stepping through a workflow, viewing and setting the values of variables, and viewing event messages from the URS/ORS platform.

New Features in Release 8.1

Highlights of the June 2015 Composer 8.1.4 CD update release are listed below.

- Composer supports interaction process diagram (IPD) file minor version upgrades, which improves the upgrade logic for getting the latest contents as compared to major version upgrades.
- IPDs improve the process of handling media-specific interactions by categorizing the system handlers, such as voice, multimedia, and so on.
- The interaction process diagram upgrade from 8.1.3 and 8.1.4 versions is improved to preserve custom changes to the event handlers.
- Workbin block published objects, if the Workbin is configured with a Private Queue, now allow the custom view to pull the interactions and not the Private view.
- The Composer command line Project upgrade now updates the common files and the Project version numbering to the IP version.
- The new Project and upgraded Project IPD system event handlers support both consult call and ISCC transfer scenarios for voice.
- The Menu block Repeat Menu option supports using the block-level language value while repeating the Menu options.
- The Web Request block `getWebRequestData.jsp` now supports parsing JSON Array contents.
- Composer-generated `.WAR` file MIME types are updated to support deployments to Weblogic application servers.
- Composer supports pulling eServices interactions during an Interaction Server failover.
- The Assign block allows inserting a new assignment between assignments.

Highlights of the Composer November 2014 initial 8.1.4 release are listed below.

- A new Workflow block property lets you specify the maximum number of interactions allowed for a strategy to process at any given time. Note: This block property is only relevant for interactions queued on Interaction Server and takes precedence over any settings configured in Interaction Server and

on the Annex tab of the Interaction Queue.

- Composer supports the new Orchestration Server/Interaction Server feature of enhanced pulling of multimedia interactions, which uses the strategy name and allows different priorities to be set for different types of interactions.
- In an interaction process diagram, the connection between an interaction View and a routing workflow is represented by a Submitter, which supplies parameters that control how Interaction Server will submit interactions to Orchestration Server. This is applicable when using the Orchestration Server enhanced pulling mechanism described above and `Use Interaction Submitters` is set to `true` within Composer.
- External events can optionally be used for triggering the transition of interactions out of blocks or states.
- Composer adds support for automated deployment of application Project files to an application server. SCXML files, VXML files, JAR files and so on, can be deployed for both voice and e-services.
- The Entry block improves the process of working with application variables by categorizing them into groups.
- The Target block adds a configurable option that allows you to play back the estimated waiting time to callers and define the repeat interval.
- When using the Target or Route Interaction block to route based on the value of a statistic, you can specify a Stat Server as a variable.
- When using the Target or Route Interaction block, you can select Transaction List objects as targets or specify them by name if not connected to Configuration Server. The Web Service block allows the Service End Point property to be specified as a variable. Proxy settings are supported. You can directly specify SOAP messages to better translate SOAP definitions.
- The User Data block allows you to specify the maximum time to wait for attached User Data to change. When the timeout is exceeded, processing continues on with the next block.
- The Sub-dialog block provides `fetchaudio` and `fetchtimeout` options for the maximum time to wait for audio to be played.
- The Menu block allows you to automatically define variables to hold an output result.
- Composer blocks used to build routing applications (with the exception of the Disconnect and EndParallel blocks) add a new `Orchestration Server Extensions` property (`Show Advanced Properties` button). This property gives the ability to use any attribute Orchestration Server supports in addition to the SCXML standard.
- When using the Web Service block, you can specify a proxy server to act as an intermediary server when making requests for Web Services from other servers.
- The existence of Resource Type prompts is now validated during code generation.
- Validations are added to detect Infinite loops in workflows.
- During login, you can choose whether or not to connect to Configuration Server.

Highlights of the 8.1.3 release are listed below.

- Support for Eclipse 3.7 (Indigo) and 4.2 (Juno).
- Composer is installed as a set of plug-ins.
- Localization support. Language Packs that provide translations for Composer can now be produced and then installed on top of Composer, allowing Composer to run in languages other than English. Localization of generated VXML and SCXML applications is also supported.
- Support for Mac OS (see `Composer 8.1 Deployment Guide` for features supported).
- Database passwords in connection profile can be encrypted.
- Common bundled Composer Project files can be updated at any time.
- Command line code generation.
- Composer Projects can track change revisions, and revision history can be viewed by the user.
- Customizable global system event handlers in interaction process diagrams.
- New properties in Target block to support updating the DN of the reserved resource to include the access code returned by URS.
- The ECMA Script block is now also available in callflow diagrams, similar to its workflow/IPD counterpart.
- New blocks for workflow diagrams:
    - The TLib block adds support for TSendRequest-based requests to Genesys T-Server through the TLIB protocol.
    - The SingleStepTransfer block adds support for the `ixn:singlesteptransfer` ORS action. This transfers a voice call directly, without creating another call leg.
    - The Raise Event and Cancel Event blocks are provided to raise events in the current SCXML session or to cancel a delayed event.
- Voice and Route:
    - All toolbar button can be used to generate code for all diagrams in a Project.
    - Expression Builder now lists custom Javascript functions from a Project's included Java scripts.
    - Block tooltips allow the user to see a summary of a block's properties at a glance, without pulling up the Properties View (experimental feature).

Highlights of the 8.1.2 release are listed below.

Common Features Across Applications:

- The Composer Help is available on the Genesys Documentation Website. This enables users to access the most up-to-date information.
- The Business Rules block works directly with Genesys Rules Engine and does not require going through GRAT server at runtime. This simplifies the usage of Genesys Business rules in VXML and SCXML applications.

- Enhancements made to Database blocks support Database clusters and secure connections; this enables users to connect to Oracle RAC and SQL clusters.
- Database Connections can use service names in addition to SIDs. Connection strings can be dynamically generated and support variables. This helps developers to simplify the usage of database connections.
- Blocks in either Orchestration workflows (SCXML) or Voice call-flows (VXML) can be disabled. For example, you may wish to temporarily remove a block during debugging or during development. Disabled blocks do not participate in the application at runtime.
- New properties for Logging are available for all blocks. Additional support for Alarms is added to workflows. This feature allows developers to minimize insertion of Log blocks and improves readability.

GVP application (VXML) Enhancements:

- Support for Outbound Campaigns in callflows. New Outbound blocks enable callflow applications to update, add or delete records in Campaign Calling Lists and work as a solution in tandem with Genesys Outbound Solutions. Users can also update Do Not Call lists in an Outbound Solution through callflow diagrams.
- Callflow applications (VXML) can use the Operation Parameter Module (OPM) and Audio Resource Management (ARM) features of Genesys Administrator Extension. OPM enables simplification of the overall solution by allowing business users to easily control and manage callflows.
- This release adds a new utility function to access SIP header values in callflows.
- A new VXML code block allows the embedding of VXML code directly into callflows through <subdialog>. This feature provides developers the flexibility to modularize callflow diagrams.
- Users can specify custom formats for Voice prompts in a VXML applications. Custom formats can be created via ECMAScript functions in callflows.
- Input and ICM variables defined in callflow Entry blocks are initialized to default variables if no value is supplied at runtime. This behavior is controlled by a flag. Older version of callflows will continue to have this flag reset to maintain backward compatibility.

Orchestration Application (SCXML) Enhancements:

- Enhanced debugger support provides the ability to debug SCXML applications. The Composer interface provides full debugging functionality for Composer-generated and hand-coded applications.
- New Outbound Campaign blocks support integration with Genesys Outbound Contact features, such as adding, deleting, and updating Calling List records; updating Do Not Call lists; and other Calling List manipulation features. This functionality provides more robust integration between Routing logic and Genesys Outbound Contact functionality.
- New blocks support the SCXML <parallel> functionality allowing developers to define applications that can simultaneously perform multiple operations. Entry, Subroutine and Begin parallel blocks in workflows and sub-workflows support target-less transitions, which could be based on some condition.
- Support for Genesys Administrator Extension Operation Parameters (OPM)

and Audio Resource Management (ARM) functionality in SCXML applications. This feature simplifies the solution and provides control to the end user, addressing Total Cost of Ownership (TCO).

- Voice Treatment blocks provide direct access to Extension data returned after treatment completion. Composer now supports Orchestration Server-based treatments instead of Universal Routing Server-based treatments.
- Support for multiple views for Workbins and existing queues within interaction process diagrams (IPDs).

Highlights of the 8.1.1 release are listed below.

New Voice XML (VXML) Application features:

- While exporting a WAR file, each Project can specify a unique name which is included in the WAR file.
- The Menu block supports specifying DTMF to repeating the menu.
- VXML callflows now support the VXML application root document. This enables features like global variables that are available across all callflows and sub-callflows.
- The Prompts property in the following blocks allows VoiceXML to overlay text into an existing video image/stream: Prompt, Menu, Input, DB Prompt, DB Input, Grammar Menu, Record, and Menu.

New VXML and SCXML Application features:

- When using Composer's Business Rule block to request the Genesys Rules Engine to execute a Rule Package in a workflow or callflow, the getData() function is now available.

New State Chart XML (SCXML) application features:

- Routing blocks, as well as those involved in interaction processing, support multi-site routing: Target, Route Interaction, Queue Interaction, Force Route, Routing Rule, Default Route, Create E-mail, E-mail Response, E-mail Forward, Chat Transcript, and Create SMS.
- Support for development of "interaction-less" processing has been added, which allows the creation of SCXML applications that may be started/interacted with via ORS Web Services, rather than an interaction. The following features support "interaction-less" processing:
  - Blocks that influence interactions now support selecting which interaction they should use. The default behavior is to use the current interaction which is backwards compatible.
  - Wait for Event in the Interaction Process Diagram, which can be set to not wait for a startup or triggering event thereby enabling interaction less workflows.
- Interaction Queue blocks in IPDs support segmentation based on views. Multiple views can be defined and each can redirect flow to a different workflow diagram.
- The following Flow Control blocks are available in an IPD: Branching, ECMAScript, and Log.
- When segmenting interactions to take different paths in a workflow, you now have the ability to define a default limit for each view.

- Media Server blocks in IPDs support Chat Servers, Third Party Servers and Integrated Capture Points.

Highlights of the 8.1 release are listed below.

- Starting with Composer 8.1, you can migrate routing strategies created with Interaction Routing Designer (IRD) 8.0+ into Composer Projects as SCXML-based workflow diagrams, which can run on the Orchestration Platform. The *IRD To Composer Migration Guide*, available on the Composer Documentation website, details the migration process.

- Composer can now interface with the Genesys Rules Engine, which is part of the Genesys Rules System. A Composer-compatible plug-in is available for developing business Rule Templates. This plug-in is provided as part of the Genesys Rules System as described in the *Genesys Rule System 8.1 Deployment Guide*.

- A new Business Rule block lets you request the Genesys Rules Engine to execute a particular set of business rules in a routing workflow or voice callflow and get the results back.

- Composer moves closer to parity with Universal Routing's strategy creation tool, Interaction Routing Designer (IRD).

    - An E-mail Response block combines the functionality of IRD's Acknowledgement, Autoresponse, and Create Notification objects.

    - A Chat Transcript block allows you to generate a reply e-mail to a chat interaction and attach a chat transcript.

    - An E-mail Forward block combines the functionality of IRD's Forward E-mail, Redirect E-mail, and Reply E-mail from External Resource objects.

    - A Screen Interaction block allows you to screen a text-based interaction for content (specific words or patterns), and then (optionally) segment the interaction to different logical branches based on the result of the screening query.

    - A Classify Interaction block allows you to classify a text-based interaction based on content, and attach one or more Classification categories to the interaction.

    - For classification segmentation, an ECMAScript function determines if a particular category name or ID exists in the array of category objects represented by an application variable.

    - For manually attaching categories, the User Data block can be used and then a branching block can be (optionally) used to segment interactions to different logical branches based on the different categories.

    - An Update Contact block allows you to update customer profile information in the UCS Database, based on data attached to an interaction.

    - An Identify Contact block can identify a contact based on the interaction User Data; return a list of matching Contact IDs based on the User Data; create a contact record in the UCS Database with information in the User Data if a matching contact is not found; or update the UCS Database record of the matching contact with information from the current interaction's User Data.

    - A Create Interaction block allows you to create an interaction record in the Universal Contact Server Database for a customer contact. This saves the current interaction being processed by the strategy, in the database.
    - A Render Message block provides the ability to render field codes in arbitrary text.
- Composer's existing Create E-mail block is enhanced to allow you to: pick up standard response text from User Data; specify that the â€œToâ€ address be picked up from the UCS Customer Profile; and use Field Codes in standard responses.
- Composer's existing Route Interaction block now allows you to create applications where routing is based on schedules from Genesys Workforce Management.
- The Flow Control palette for routing applications contains a new SCXML State block. When used in a workflow diagram, it allows you to write custom SCXML code that Composer will include in the SCXML document that it generates based on the workflow diagram.
- The Flow Control palette for routing applications contains a new User Data block for updating an interaction's User Data and for attaching Business Attributes, Categories and Skills.
- When an interaction process diagram (IPD) uses a Workflow block, if the referenced workflow diagram contains an eServices block that names a server performing an action or operation, Composer adds a visual indicator in the form of a node (similar to an IRD strategy-linked node).
- When developers work with Context Services, Composer accepts HTTP basic authentication credentials and uses them for authentication, including digest authentication for working with Web Services.
- You can now use variables in Skill Expression Builder. You can also disable Skill Expression validation from the Configuration Server preference page.
- You can now include your own custom JavaScript (*.js) files in workflows by placing them in the /include/user folder. The JavaScript functions in the specified .js file can then be used in Assign or Branching block expressions.
- Composer's database Query Builder and Stored Procedure Helper now support table synonyms.
- A new Composer Route Project template is available: Forward to External Resource.
- New Integrated Voice and Route Project templates are available: Load Balancing and Working Hour Routing, External File Based Routing, and Play Application and Busy Treatment.
- To support creating voice applications for Genesys Voice Portal (GVP):
    - The Transfer block provides a property for setting an authorization code (authcode).
    - The Call Trace view used for debugging a callflow displays the line number for each incoming metric.
    - A "barge-in" option is available for prompts. The Interruptible property for the following blocks add a new option for DTMF-only barge-in mode: Prompt block, DB Prompt block, Input block, Menu block,

Grammar Menu block, and DB Input block.

  - Automatic selection of language-specific pre-recorded prompts, grammars, and TTS prompts is now available during application execution. The following blocks add a new Language property: Prompt block, DB Prompt block, Input block, Menu block, Grammar Menu block, DB Input block, and Record block.

  - The Language property affects the language of grammars used for ASR input for the following blocks: Input block, Transfer block, and Route Request block.

  - The Record block's Capture Filename Prefix and Capture Location properties now allow selection from application variables in addition to accepting literal strings.

  - You can now use the GVP ICM Adapter in VoiceXML applications, including invoking services, responding to requests, and sharing data. A new ICM Interaction Data block, available on the CTI Blocks palette, supports sending of variables to ICM. A new ICM Route Request block, also available on the CTI Blocks palette, supports routing the call to CTI.

  - Voice Projects now have a Enable ICM Project-level flag, which controls whether ICM variables are available for selection and assignment to variables within Composer's Entry block.

  - SSML tags can now be used in prompts.

  - The Exit block's Return Values property dialog allows you to select the ICM variables to be returned.

- This release includes the following security-related enhancements:

  - The Web Service block now supports certificate-based authentication. You can develop both voice (VXML) and routing (SCXML) applications that support secure mutual authentication and communication with a Web Service. Composer supports the use of both a digital client certificate and server certificate contained in a keystore file.

  - When creating a routing application and connecting to Configuration Server, Composer displays informational text associated with both successful and unsuccessful authentication.

  - You can configure an inactivity timeout for the connection to Configuration Server as well as when the timeout warning dialog should appear.

  - You have the option of having a configurable security banner appear when Composer is first launched, similar to other Genesys applications.

  - Composer supports secure connections when connecting to GVP's Media Control Platform and when connecting to Context Services and Universal Contact Server.

  - Composer now has Transport Layer Security (TLS) support and adheres to Federal Information Processing Standards (FIPS) in its connection to Configuration Server.

- Expression Builder is enhanced as follows:

  - It now returns to its last state when re-opened, which includes displaying the tree and the location in the tree in the Expression Builder

Data area.

- The filter now works on the description of the functions in addition to the function signatures.
- Data loading is optimized to run in a separate thread. As a result, dialogs remain responsive while data loading is in progress.

- When organizing custom blocks, you can also select from a set of bundled custom icons for the custom blocks that you create.
- New operating system support for 8.1 is as follows:
  - Composer can run on the Windows 2003, Windows 2008 (32-bit and 64 bit in 32-bit compatibility mode), Windows XP, Windows Vista, and Windows 7 (32-bit and 64-bit in 32-bit compatibility mode) operating systems.

Directories on This CD

documentation
Contains the ReadMe file, the graphics for the ReadMe, and the versions.html file.

solution_specific
Contains the installation files for the software.

templates
Contains the application templates used for configuration.

Documentation

Product documentation is provided in the Genesys Documentation website and the Documentation Library DVD that is shipped on request with your software.

Any information regarding this release that was discovered too late to be included in the documentation is available in the Release Advisory.

In addition to an updated library of product documentation, the Genesys Customer Care website also contains product advisories that describe recently discovered issues related to Genesys products.

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Technical Support

Contacting

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For complete information on how and when to contact Customer Care, read the *Genesys Care Support Guide for On-Premises*. Please tell the Customer Care representative that you are a Composer 8.1 customer.

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Supported Operating Environment Information

Information on supported hardware and third-party software is available on the Genesys Technical Support website in the following documents:

- *Genesys Supported Operating Environment Reference Guide*
- *Genesys Supported Media Interfaces Reference Manual*

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