

IMI Flow Migration Strategy Guide

This guide is to capture the details of steps to be done, in order to migrate complex flows to simplified flows where both work independently without impacting each other. The assumption here is, a complex main flow will invoke a complex shared flow, and similarly, a simplified main flow will trigger a simplified shared flow if configured, as shared flows like Task Routed, Task Modified, and Task Closed are not mandatory for simplified flows.

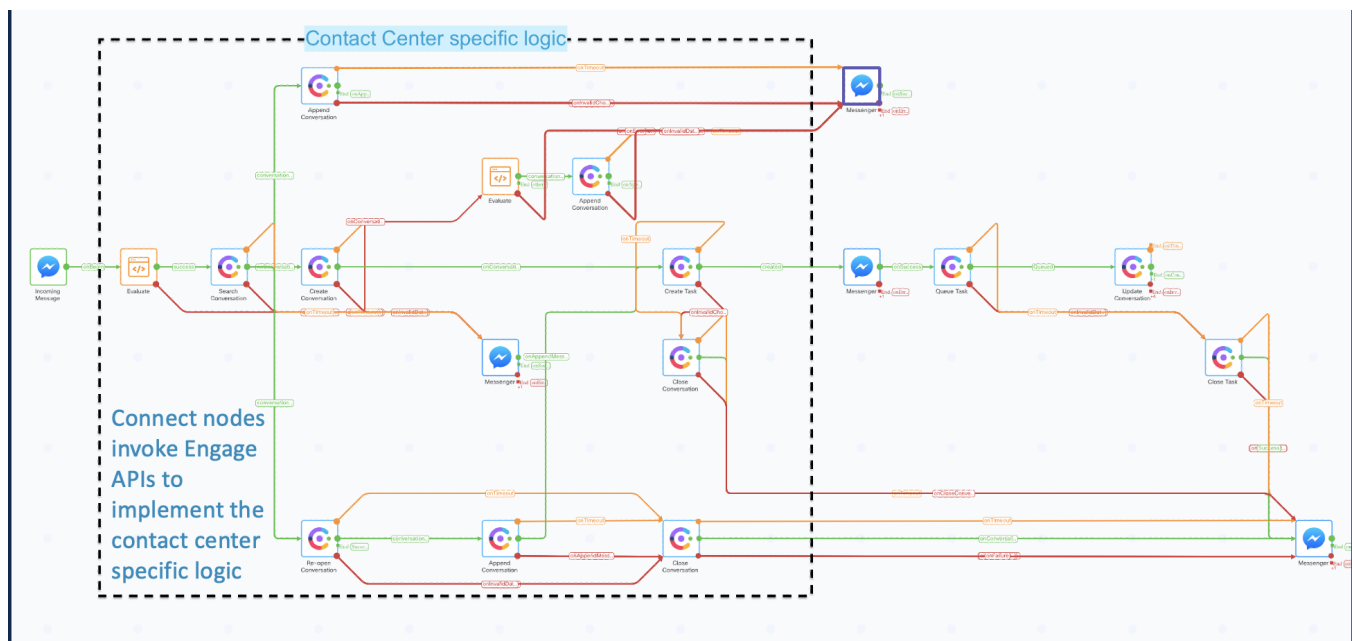
The intention is to allow flow developers to migrate their complex flows to simplified flows in a phased manner.

Main flows :

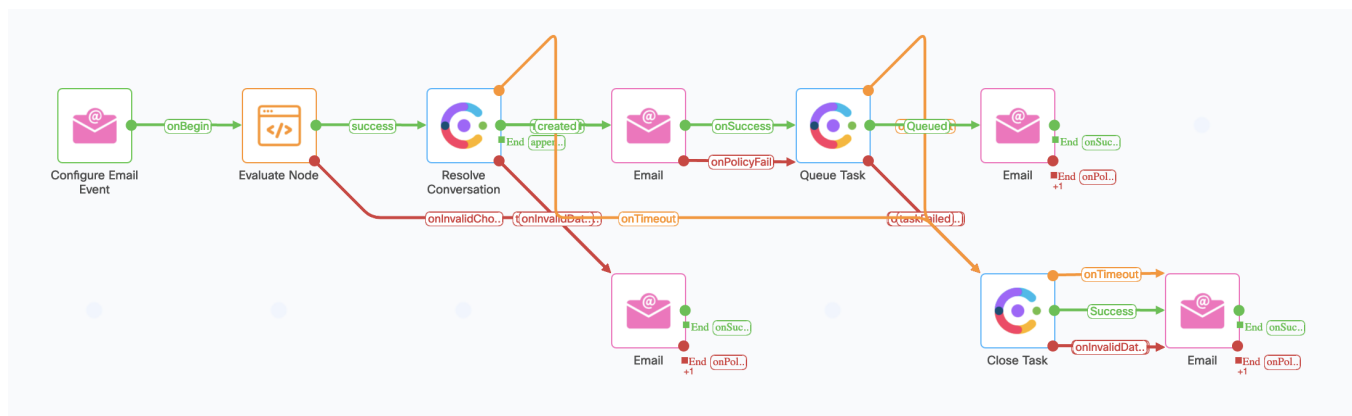
The flow simplification feature introduces a new node in IMI connect named "Resolve Conversation". **This node internally implements all the functionality which was previously part of the complex flows**, such as making calls to Engage to search/create/append/re-open the conversation, as well as making Create Task calls to WxCC. The Queuing logic however can remain the same as it is from complex flows, as Resolve conversation does not implement Queuing.

To migrate an existing complex main flow to use the "Resolve Conversation", flow developers can refer to the templates which will be published on the GitHub repo <https://github.com/CiscoDevNet/webexcc-digital-channels>

In the diagram below, the dotted lines encompass the logic that the "Resolve conversation" node internally implements. (Refer to the feature strategy wiki to get more details:- [Feature Analysis Strategy : IMI Digital Flow Simplification \(Phase 1\)](#))



The diagram below has an example Email flow using the "Resolve Conversation" node. Observe that it does not use any Engage nodes, or Create Task nodes, as Resolve conversation implements that internally.



Shared flows:

Shared flows here refer to the Routed, Modified and Close Task Flows which are common for all main flows.

Since customers will migrate flows in a phased manner, both complex and simplified flows must co-exist for some period of time. Whenever a complex flow of an asset is migrated to a simplified flow, we need to make some minor changes in the existing complex shared flows. **With the "Resolve conversation" node all the logic currently present in complex shared flows is implemented in the backend service to simplify shared flows.** To prevent the duplication of shared flow logic execution, we need to add certain conditions in complex shared flows so that they do not execute for assets that use simplified flows.

NOTE: The "LiveChat Close Flow" does not require any changes, it will remain the same for both complex and shared flows.

What Needs to be changed in the existing Complex Shared Flows?

The "WxCC Task" Node should be updated. We need to enable the conditions option, which will allow certain conditions to be added, and the flow is triggered only if said conditions are satisfied (along with the event name). The condition needs to be added such that the complex shared flows are triggered only by complex main flows.

To achieve this we use the **webex.destination** field which will help determine the asset.

Value of webex.destination for different channels: -

1. LiveChat :- App ID
2. Whatsapp :- App ID
3. Facebook :- App ID
4. Email :- App ID
5. SMS :- Service Number

Since we know which assets are migrated to simplified flows, we can use the App ID to filter them out.

The App ID of a particular asset can be obtained from the assetsapps page in connect portal.






















Apps

Configure Apps to send and receive messages from Mobile, Web, Email and Social Messaging Platforms.

Configure New App

App Type
All Apps

Message data shown below is for last 30 days

	EmailMiniGTApp  App ID : a_637691844778960000 Service - Oct2021 GT Service , Simplified Flows and 1 more	90	130	
	OAuth2TestEmail  App ID : a_637901212454140000 Service - Oct2021 GT Service	4	114	
	HackDaySentimentDemoApp  App ID : HA02115612 Service - HackDayChatSentimentDemo	0	0	
	LCMiniGTApp  App ID : LC07063401 Service - Oct2021 GT Service , Simplified Flows and 1 more	231	133	
	FB Mini GT App  App ID : a_637691836569830000 Service - DigitalmmDevTestService , Oct2021 GT Service and 2 more	271	171	
	LiveChatAsset  App ID : LI09063333 Service - DigitalmmDevTestService	0	0	
	TestFB001  App ID : a_637677300548260000 Service - DigitalmmDevTestService	0	0	

1. We can use the **"notequals"** condition to prevent assets using simplified flows from invoking the shared flow.

Each new **"notequals"** condition must be added with a **AND** operator. In this example, we have 2 flows simplified, so we filter out them using the **App ID of the assets which use simplified flows**

WxCC Task v2
Help

Configuration
Transition Actions (Optional)

Choose an event and you can configure conditions on the event variables.

WxCC Task V2
Task Routed

☒ Conditions

Flow will invoke only when these conditions are met

webex.destination
notequals
a_637691836569830000

webex.destination
notequals
a_637901212454140000

AND

OR

Start
Node ID: 2
Cancel
Save

Input Variables
List of variables available as input for this node
Search
Custom Variables [F14450]
Output Variables
Node Outcomes

2. We can also use the **"equals"** condition to allow only complex flows to trigger the shared flow.

Each new **"equals"** condition must be added with the **OR** operator. In this example, we have 3 flows that are still complex, we filter out them using the **App ID of the assets which use complex flows** as shown below.

WxCC Task v2
Help

Configuration
Transition Actions (Optional)

Choose an event and you can configure conditions on the event variables.

WxCC Task V2
Task Routed

☒ Conditions

Flow will invoke only when these conditions are met

webex.destination
equals
a_63EW7696569830000

AND

webex.destination
equals
a_63EW7696569830000

AND

webex.destination
equals
a_987EW7696569830234

AND

OR

Input Variables
List of variables available as input for this node

Search

Custom Variables
[F14450]

Start
Node ID: 2

Cancel
Save

Output Variables

Node Outcomes

Shared Flows for Simplified main flows:

As mentioned previously, **Simplified main flows do not require shared flows to be configured separately**. However, if the customer wants to implement some business logic like screenpop etc **not** related to contact center logic, they can still do so.

Similar to the conditions added to complex shared flows, we need to add conditions to the "WxCC Task" Node so that we can allow only shared main flows to invoke it. We can use the same field **webex.destination** to allow only assets having simplified main flows to invoke it.

1. We can use the **"equals"** condition to allow only simplified flows to trigger the shared flow.

Each new **"equals"** condition must be added with an **OR** operator.

In this example, we have 2 flows simplified, so we allow only them to invoke the flow using the **AppIDs of the assets which use simplified flows**.

WxCC Task v2

Help

Configuration

Transition Actions (Optional)

Choose an event and you can configure conditions on the event variables.

<

WxCC Task V2

Task Routed

☒ Conditions

Flow will invoke only when these conditions are met

webex.destination

equals

a_637691836569830000

AND

webex.destination

equals

a_637901212454140000

AND

OR

Start

Node ID: 2

Cancel

Save

Input Variables

List of variables available as input for this node

Search

Custom Variables

[F19349]

Output Variables

Node Outcomes

2. We can similarly use the "notequals" condition with the **AND** operator to filter out **Applds of assets using complex flows**.