

Common Module Flows & Outbound Call Flows

Two additional Architect flow types that complete the flow coverage for Chapter 5.

Common Module Flows

Section	Description
Feature Area	Architect / Flows
Flow Type	Common Module
Navigation	Admin → Architect → Flows → Common Module
Primary Function	Build reusable logic once and call it from multiple flows — reduces duplication across flow types

A common module flow is a reusable container of Architect logic. Instead of rebuilding the same authentication check, language selection, or routing block in every flow, you build it once as a common module and call it from any compatible flow using the **Call Common Module** action.

Study Notes

Topic	Explanation
Common Module	A flow that contains reusable logic callable from other Architect flows
Call Common Module action	The action used within a parent flow to invoke a common module — available in all flow types
Compatible Flow Types	Defined when creating the common module — determines which flow types can call it
Snapshot behavior	When a consuming flow publishes, Architect snaps the current version of the common module into that flow

Topic	Explanation
Update behavior	Changes to a common module do not automatically propagate — consuming flows must be republished to pick up changes
Older version usage	If you want a consuming flow to stay on an older version, publish the consuming flow <i>before</i> updating the common module
Size limit	Common module flows have a lower size limit than other flow types
Input variables	Optional — pass values into the common module from the calling flow
Output variables	Returned from the common module back to the calling flow (visible in the right panel)
Dependency tracking	Use dependency tracking to view common module version numbers in use

Compatible Flow Types

When creating a common module, you select which flow types it's compatible with. The available actions inside the common module depend on these selections — flow-specific actions are not shared.

Flow Type Category	Examples
Voice	Inbound Call, Outbound Call, In-Queue Call, Secure Call
Digital	Inbound Message, Inbound Email, Inbound Chat
Back-office / Automation	Workflow, Workitem
Bot	Bot Flow, Digital Bot Flow

“ You can add or remove compatible flow types after creation under [Settings →](#)
[Common Module Settings](#) .

Common Module vs Reusable Task (within a flow)

Attribute	Common Module	Reusable Task (in-flow)
Scope	Callable from multiple flows	Only within a single flow
Where defined	Separate Common Module flow	Within the flow itself
Callable from	Any compatible flow type via Call Common Module action	Only the parent flow
Versioning	Snapshot taken at publish time	Part of the parent flow's version

Call Common Module Action

Attribute	Detail
Available in	All flow types
Configuration	Name the action · Select common module flow · Select version (Published or Debug)
Input variables	Map values from the calling flow into the common module
Output variables	Appear in the calling flow's right panel after the action
Version note	Always uses the most recently published version unless you explicitly select an older published version

Size Limit

Common module flows have a **lower size limit** than other Architect flow types. Monitor the flow size indicator under [Insights & Optimizations → Flow Size](#) (available at 4 levels: Low / Medium / High / Full).

Use Cases

Use Case	Example
Authentication block	Verify account number → look up in data table → set customer tier variable
Language selection menu	Play language options → capture choice → set language variable
Business hours check	Evaluate schedule → return open/closed flag

Use Case	Example
Emergency routing check	Check emergency group status → return emergency flag
Standard queue transfer	Unified transfer logic used across multiple flows

Key Takeaways — Common Modules

Topic	Summary
Purpose	Reusable logic across multiple flows — reduces duplication
Call action	Call Common Module — available in all flow types
Snapshot on publish	Consuming flow snapshots the common module at publish time
Must republish to update	Changes don't auto-propagate — consuming flow must be republished
Lower size limit	Common modules have stricter size constraints than other flows
Compatible flow types	Defined at creation — determines available actions

Outbound Call Flows

Section	Description
Feature Area	Architect / Flows
Flow Type	Outbound Call
Navigation	Admin → Architect → Flows → Outbound Calls
Primary Function	Process outbound calls placed by dialing campaigns — handles live answers and voicemails for agentless outbound
Key Dependency	Requires a Contact List and a default Wrap-Up Code before the flow can be created

Outbound flows process calls that are made without agents — specifically those made by **Outbound Dialing Campaigns**. The campaign's **Call Analysis Response** determines which

outbound flow handles a live answer versus a voicemail, so the IVR can behave differently depending on what answered the call.

Study Notes

Topic	Explanation
Outbound Flow	An Architect flow that handles calls placed by an outbound campaign — no agent connected
Contact List	Required — must be associated when creating the outbound flow; provides the <code>call.contact</code> variable and its properties
Default Wrap-Up Code	Required — must be selected at creation; used to tag the interaction if no other wrap-up is set during the flow
<code>call.contact</code> variable	Automatically available in outbound flows — contains properties from the associated contact list (name, phone, custom fields)
Call Analysis Response	Configured in Outbound Dialing — determines which outbound flow receives a live answer vs a voicemail
Agentless use case	The flow handles the entire interaction with no agent handoff — plays a message, collects data, or transfers
Flow author vs admin	Flow authors design the routing logic; outbound admins configure which flow runs for a given campaign

Outbound Flow vs Inbound Flow — Key Differences

Attribute	Inbound Call Flow	Outbound Call Flow
Initiator	Inbound customer call	Outbound campaign dials the contact
Agent involvement	Routes to agent	No agent — fully automated unless transferred
Contact List required	No	Yes — required at creation
Wrap-Up Code required	No	Yes — required at creation
<code>call.contact</code> variable	Not available	Automatically available
Assigned via	Call Routing config	Outbound → Call Analysis Responses

Creation Requirements

Before creating an outbound flow, the following must exist in the org:

Prerequisite	Why
At least one Contact List	Required field at flow creation
At least one Wrap-Up Code	Required default selection at flow creation

Navigation

Task	Path
Create Outbound Flow	Admin → Architect → Flows → Outbound Calls → Add
Configure outbound settings within the flow	Settings → Outbound (within the flow's configuration page)
Assign flow to a campaign	Admin → Outbound → Campaign Management → Call Analysis Response

Configuration Fields (Create Flow Dialog)

Field	Description	Required
Name	Unique name for the flow (max 200 characters)	Yes
Description	Optional context	No
Default Language	Language for TTS in the flow	Yes
Division	Division assignment	Yes
Contact List	The contact list associated with this flow	Yes
Default Wrap-Up Code	Wrap-up code applied if no other code is set	Yes

Toolbox Limitations

Some Architect Toolbox actions are **not available** in Outbound Call flows (not displayed in the toolbox). Outbound flows share most features with inbound flows but have certain omissions related to inbound-specific functions (e.g., queue wait, in-queue handling).

Call Analysis Response — Connection to Outbound Flows

The Call Analysis Response (configured in Outbound Dialing) is what connects a campaign to specific outbound flows:

Call Analysis Result	Action
Live Voice Answer	Route to the live answer outbound flow
Answering Machine / Voicemail	Route to the voicemail outbound flow
Busy / No Answer	Configure retry behavior

“ This means an organization will typically have **separate outbound flows** for live answers and voicemails within the same campaign.

Key Takeaways — Outbound Call Flows

Topic	Summary
Purpose	Handle agentless outbound campaign calls (live answer + voicemail)
Required at creation	Contact List + Default Wrap-Up Code
call.contact variable	Auto-available — contains contact list field values
Assigned to campaign	Via Outbound → Call Analysis Response

Topic	Summary
Flow author role	Designs the logic; does not specify which campaign uses the flow
Outbound admin role	Configures which flow the campaign uses via Call Analysis Response
Differs from inbound	No inbound queue routing; contact list required; call.contact available

Revision #1

Created 13 March 2026 17:47:52 by Cesar Gzz

Updated 13 March 2026 17:48:01 by Cesar Gzz