Composer Help

Percent and Conditional Routing
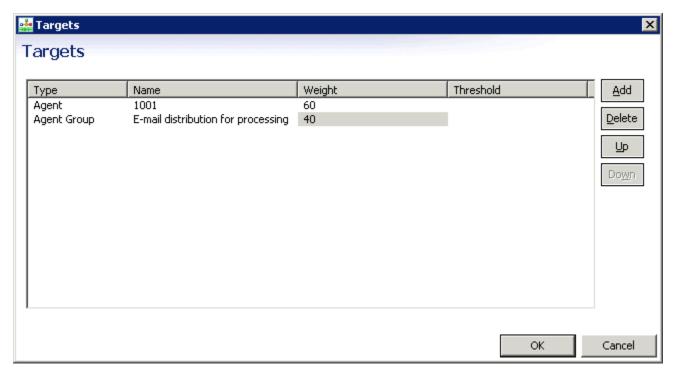
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Percent and Conditional Routing

Contents

You can also use the Target Block for:

- Percentage routing or for
- Conditional routing using the threshold functions

Percentage Routing

When using the Target Block, If percentage is selected for the Statistics Order property, the Targets dialog box, which opens from the Targets property, displays a Weight column as shown below.
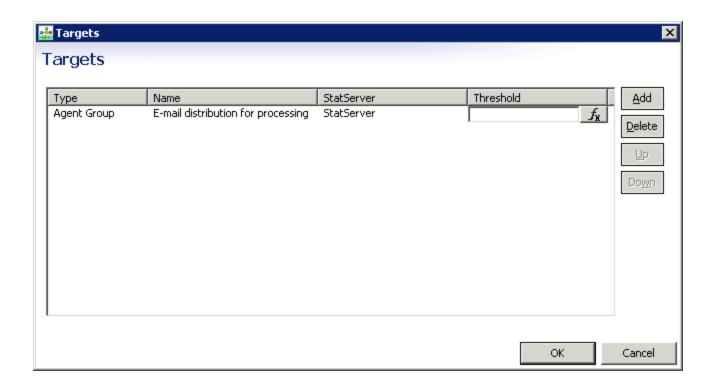

Here you can enter numbers to specify percentage allocation for each target.

Conditional Routing

Universal Routing Server's threshold functions can be used in the Target block for conditional routing, such as "share agents by service level agreement routing" as described in the *Universal Routing 8.1 Routing Application Configuration Guide*. The Targets dialog box, which opens from the Targets property, displays a Threshold column. Click the button under Threshold to open Expression Builder where you can create a threshold expression.

Targets

Type	Name	StatServer	Threshold
Agent Group	E-mail distribution for processing	StatServer	

Add

Delete

Up

Down

OK   Cancel