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## Composer Help

Route Interaction Block

# Route Interaction Block

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Use this block to route a multimedia (non-voice) interaction to one or more target objects (use the [Target block](#) for voice interactions). You can also route to a target based on the value of a [Skill expression](#). An [interaction process diagram](#) associates routing targets with queues, either [interaction queues](#) or [virtual queues](#). When defining Route Interaction block properties, you have the option of selecting queues for both the existing interaction and a new outgoing interaction that may be created. You can also define a new interaction queue from within the block so you don't have to navigate away. Important Note! Each interaction path in a workflow for multimedia interactions should end with one of these blocks: [Stop Interaction](#), [Queue Interaction](#), or Route Interaction. Also see information on the [App Terminate Ixn On Exit](#) variable.

## Use Case

- An inbound interaction hits a virtual route point, initiating a workflow routing strategy.
- The workflow strategy looks up data for the interaction in the customer database to determine the last agent who helped this customer and to determine the intent of the customer interaction.
- Next, the workflow sets priority to the interaction based on media type (for example, e-mail or chat) and customer segment (for example, Gold or Silver). Note: Setting the priority of an interaction is a Universal Routing Server function that is not directly related to target selection, but is normally done prior to target selection as a way to segment interactions.
- If the last agent exists, the workflow routes to the agent based on variable, setting a timeout of five seconds.
- If the last agent used is unavailable (timeout exceeded), the workflow routes to an Agent Group that is properly skilled to handle this type of interaction.
- There is an Escalation interaction queue configured as an outgoing interaction queue, so the agent can select this interaction queue from the desktop application in case he cannot handle the interaction himself and he needs to escalate it.

The Route Interaction block has the following properties:

## Name Property

Find this property's details under [Common Properties](#).

## Block Notes Property

Find this property's details under [Common Properties](#).

## Exceptions Property

Find this property's details under [Common Properties](#).

## Condition Property

Find this property's details under [Common Properties](#).

## Logging Details Property

Find this property's details under [Common Properties](#).

## Log Level Property

Find this property's details under [Common Properties](#).

## Enable Status Property

Find this property's details under [Common Properties](#).

## Hints Property

This property is for future use by Orchestration Server. Its use will be described in various action elements reference in the Orchestration Server wiki. Note: It can be used to specify extension data in Treatment blocks. To do this, use an [ECMAScript block](#) to create an ECMAScript object and assign properties to it. Then specify this object in the Hints property by selecting the variable whose content is a JSON object. This object is passed to ORS at runtime. For example, define variable myExtensions and myHints and set them as shown below in an ECMAScript block.

```
myExtensions={ 'NO_ANSWER_TIMEOUT': '10', 'NO_ANSWER_OVERFLOW': 'recall', 'NO_ANSWER_ACTION': 'notread' }  
myHints = { 'extensions' : myExtensions }; Then specify myHints as the value of the Hints  
property in the Route Interaction object. If necessary, see the Orchestration Server Documentation Wiki for more information on hints.
```

## Interaction ID Property

Set to a meaningful value or keep the default value, which is the system variable InteractionId. Can

be used for "interaction-less" processing for scenarios where the `InteractionId` variable is not automatically initialized, but instead must wait for an event. An example would be an SCXML application triggered by a Web Service that does not add an interaction. Background: Previous to 8.1.1, Composer did not expose an Interaction ID property. Instead, when ORS started processing an interaction, a generated SCXML application automatically initialized the system variable, `InteractionId`. This variable was then used internally by Routing and certain eServices blocks when interacting with ORS. With the introduction of support for Interaction-less processing, you can now define a specific event **IPD Wait\_For\_Event** property to initialize `InteractionId`, or not define an event at all. For scenarios with an interaction (IPD Diagram/Wait For Event=`interaction.present` for example), you may keep the default value for the Interaction ID property. The default value is the system variable `InteractionId`, which is initialized automatically in this case. For other scenarios (any scenario where the system variable `InteractionId` is not set, you may choose to:

1. Not use blocks that require an Interaction ID
2. And/or set the Interaction ID property to a meaningful value
3. And/or assign a meaningful value to the `InteractionId` system variable

## Target Component Selected

Select a variable containing the agent-level target to which the interaction was routed or should be routed to definitively.

- If the target specified in `<submit>` and selected for routing is of type Agent, Place, Queue, or Routing Point, this contains the target itself.
- If the desired target type is Agent Group, Place Group, or Queue Group, the function returns the agent, place, or queue from the corresponding group to which the interaction was sent.

The target format is `Name@StatServerName.Type`. The selected variable will be updated with the target information after receiving a `queue.submit.done`.

## Target Object Selected


Select a variable containing the high-level target (one that you specify in a `<submit>`) to which the interaction was routed or should be routed to definitively. If a skill expression is used, the function returns: `?:SkillExpression@statserver.GA` or even `?GroupName:SkillExpression@statserver.GA`. The target format is `Name@StatServerName.Type`. The selected variable will be updated with the target information after receiving a `queue.submit.done`.

## Target Queue Selected Property

Select a variable containing the DN and the switch name of the target to which the interaction was routed or should be routed to definitively. The selected variable will be updated with the target information after receiving a `queue.submit.done`.


## Queue for Existing Interaction Property

Optional. To specify a queue for an existing interaction:

1. Click under **Value** to display the  button.
2. Click **Add** to open the Queue for Existing Interaction dialog box. Do one of the following:
  - If you are **connected to Configuration Server**, select Configuration Server. Select the interaction queue from the **Value** field. This is the interaction queue to which the incoming interaction has to be sent. Queues listed here were previously defined with the **Interaction Queue** block.
  - Select **Literal** and enter the name of the interaction queue in the Value field.
3. Click **OK**.

## Queue for Outgoing Interaction Property

Use to create a new interaction. Only one new interaction may be created. The agent must close the existing interaction with no further processing allowed.

1. Click under **Value** to display the  button.
2. Click **Add** to open the Queue for Outgoing Interaction dialog box. Do one of the following:
  - If you are **connected to Configuration Server**, select **Configuration Server**. Select the interaction queue from the **Value** field. This is the interaction queue to which any new interaction generated has to be sent. For example, the agent might create a new e-mail to a supervisor as a result of handling another interaction. Queues listed here were previously defined with the **Interaction Queue** block.
  - Select **Literal** and enter the name of the interaction queue in the **Value** field.
3. Click **OK**.

## Detach Property

Use for multi-site routing. Controls whether the Orchestration Platform should <detach> an interaction from the current session before routing to reserved targets. When this property is set to true, the interaction is detached from the current session.

## Detach Timeout Property

Use to specify how long to attempt to <detach> if an initial attempt fails with an invalidstate error. Specify the timeout in milliseconds. If set to 0, no further attempt to detach is made. After the

timeout, if the <detach> is not successful, no further attempts will be made and the block will attempt to reclaim the interaction back into the current session using <attach>.

### Activity Property

Optional. Click the down arrow and select the variable that contains the Activity to be used for Workforce Management-based routing.

### Clear Targets Property

Optional. Select **true** if targets listed in the object should be retained after the interaction moves on through the workflow and encounters other Route Interaction object. For more information, see the [Clear Targets](#) description for the voice interaction Target block.

### Cut Off Time Property

Optional. Click the down arrow and select the variable that contains the cut-off time (in seconds) that defines the time window in which a potential target must be assigned to the activity defined in the Activity property above.

### Include Requests from Previous Blocks Property

This property controls whether the block should transition if a target from previous Target block is selected even though it may not be specified in the current block. Set it to true for cascaded target lookups. If set to false, the block will wait until a target specified in the current block is selected for routing.

### Priority Property

To use this optional property, click the down arrow under Value and select the variable, which contains a value expression returning the priority that the interaction will be given in the queue. For more information, see <http://www.w3.org/TR/scxml/#ValueExpressions>.

### Pass Context Property



This property accepts true/false values. When set to true and Detach is also true:



- URL built with the block name is stored into this interaction's user data (user data key name is '\_composer\_originating\_session') just before detaching the interaction. That URL will be used by the orchestration destination session (that is the new orchestration session started to handle the interaction after it was redirected to an other routing point) to request the context of the originating session. After the processing for this block is over, the originating session is blocked until the destination session actually reads the context. The context consists of the system and user **variables**.

## Route Property



Use this property to set the SCXML <queue:submit> route attribute.

1. Click under Value to display the  button.
2. Click the  button to open the Route dialog box.
3. Select one of the following:
  - **Variable**. Then for **Value**, select the variable that contains either True (default) or False.
  - **Literal**. Then for **Value**, enter either **True** or **False**.

When set to false, the functional module will not attempt to route the associated interaction.

## Statistic Property

Optional. If you wish to route based on the value of a statistic:

1. Click under **Value** to display the  button.
2. Click the  button to open the Statistic dialog box.
3. You can select a URS-predefined statistic, a custom statistic created with **Statistics Builder**, or a **variable** that contain the statistic.
4. Click **OK** when through in the dialog box.





In order to select a statistic, you must be **connected to Configuration Server** and have set the option to use **URS Predefined statistics**. For a listing of the URS predefined statistics, see the **Statistics** list for the Target block. For information on statistics applicable to multimedia interactions, start with the Routing Statistics chapter in the *Universal Routing 8.1 Reference Manual*.

## Statistics Order Property

Optional. This property can work with the Statistics property. Select **Max** or **Min** to specify whether the interaction should be routed to the target with the maximum or the minimum value of the statistic.

## Targets Property

Use this property for target selection.



1. If you have not already done so, [connect to Configuration Server](#).
2. Opposite the **Targets** property, click under **Value** to display the  button.
3. Click the  button. The Targets dialog box opens.
4. Click **Add** in the Targets dialog box.
5. Click under **Type** to display a down arrow.
6. Click the down arrow and select the target type: Agent, AgentGroup, Place, PlaceGroup, Skill, or Variable. The selected target appears as a **Dynamic Target block** in the [interaction process diagram](#).
7. Click under the Name field to display the  button.
8. Click the  button to bring up the Find Configuration Object. Targets of the selected type appear for selection. These target objects exist in the Configuration Database that you are connected to.
9. Select a routing target and click **OK**.
10. You have the option to add another target or click **OK** in the Targets dialog box.

## Timeout Property

Optional. Enter the timeout number of seconds to specify the time an interaction waits for an available target. You can also specify a variable previously defined in the Entry object. If the timeout expires, the interaction is routed to the error.queue.submit.exception port.

## Virtual Queue Property

Optional. A virtual queue is a logical queue, not a physical queue. Interactions can be queued to a virtual queue if the specified targets are unavailable. To select a virtual queue.



1. Click under **Value** to display the  button.
2. Click the  button to open the Virtual Queue dialog box.
3. Select an Alias, Switch, and Number. For more information on these fields, start with the Framework Configuration Manager Help.
4. Click OK.

## Logged In Only Property

Select **true** or **false** to indicate whether only logged in agents can pull interactions out of this Workbin. Use to prevent logged out agents from pulling interactions. Selecting true = logged in agents only.

## Workbin Property

Use this property if you wish to route this interaction to an agent workbin. To select a workbin:

1. Click under Value to display the  button.
2. Click the  button to open the Workbin Properties dialog box.
3. Select a workbin previously defined with the **Workbin block**.
4. Optional. Click the **Show Unpublished Workbins** box.
5. Click **OK**.