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Composer Help

Routing Based on a Statistic Sample

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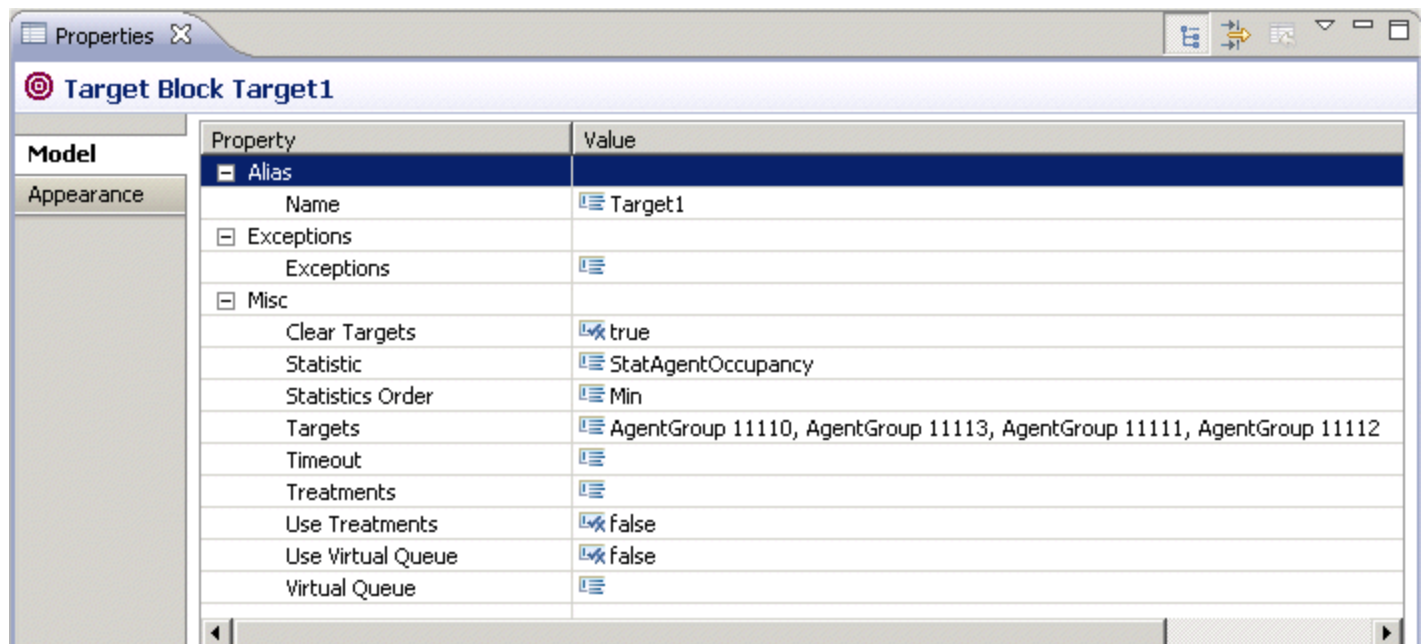
Contents

- [1 Routing Based on a Statistic Sample](#)
 - [1.1 Clear Targets](#)
 - [1.2 Statistics Order](#)
 - [1.3 Targets](#)
 - [1.4 Timeout](#)

This application demonstrates routing based on the value of a statistic. For a definition of each statistic and recommended usage, consult the chapter on routing statistics in the *Universal Routing 8.1 Reference Manual*. The statistic you select is used by Universal Routing Server to determine which target to route the interaction to if more than one target is available. After defining a complete set of available agents (taking agent capacity rules into consideration, if configured), URS applies the selection criteria specified in the Target block, which can include using the minimum or maximum value of the statistic (see Statistics Order property). The workflow diagram is shown below.



The Target block Properties view is shown below.



The Misc properties that were configured are described below.

Clear Targets

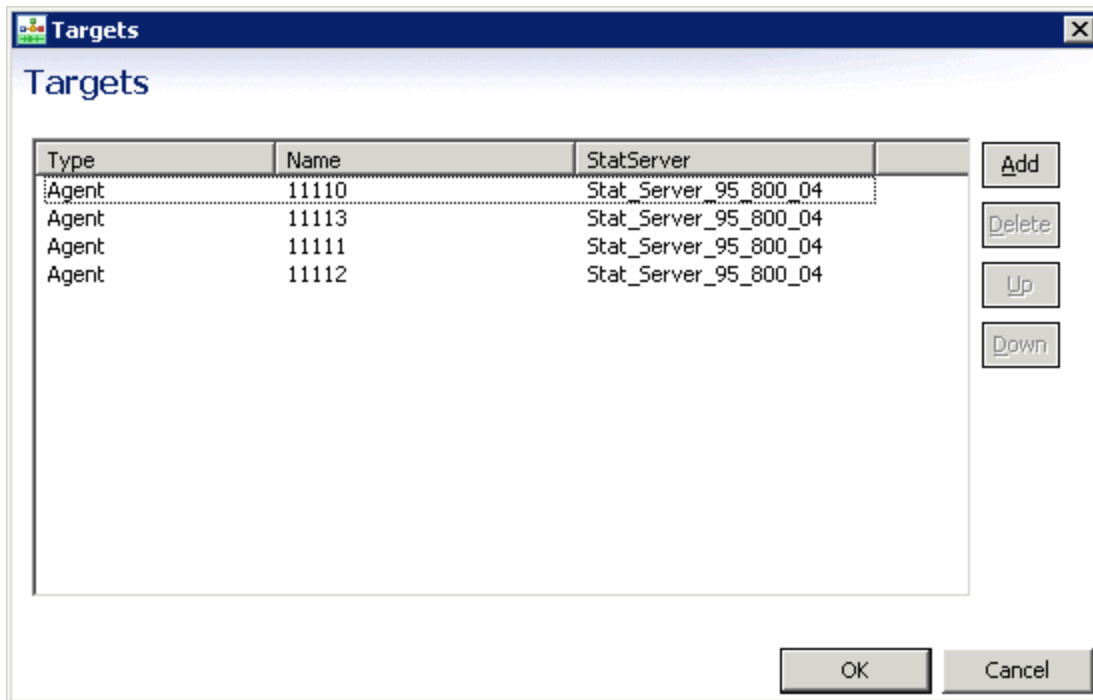
When this property is set to true, URS retains the targets listed in the block are after the interaction moves on through the strategy and encounters other Target blocks (not present in this simple sample). For more information on this property, see the [Target Block Clear Targets Property](#). The selected statistic is StatAgentOccupancy. This statistic enables URS to route interactions to the least occupied agent, which is the agent with the lowest occupancy rate. Occupancy rate is the ratio between the time the agent has been busy since last login relative to the agent's total login time. StatAgentOccupancy enables URS to evaluate multiple available agents and select the least occupied agent so that the workload among available agents is balanced. For more information on this property, see the [Target Block Statistic Property](#).

Statistics Order

This property can work with the Statistics property. Min was selected indicating the interaction should be routed to the target with the minimum value of the StatAgentOccupancy statistic. For more information on this property, see the [Target Block Statistics Order Property](#).

Targets

The figure below shows the entries in the Targets dialog box.



Using the StatAgentOccupancy statistic URS will select the least occupied agent among these based upon information from the specified Stat Server.

Timeout

While not used in this sample, this property allows you to specify the time in seconds an interaction waits for an available target. If the timeout expires before one of the targets is available, the interaction is routed to the error port. For more information on this property, click [Target Block Timeout Property](#). The remaining properties are left at their default values.