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Composer Help

Routing Blocks

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The table below summarizes the Routing blocks.

Cancel	Removes a route request from a queue and from target consideration.
Default Route	Instructs URS to route a voice interaction to the default destination.
Queue Interaction	Places an a non-voice interaction into an existing queue.
Force Route	Force Universal Routing Server to route the interaction to the first target type without any other operations.
Query	Queries the status of a route request.
Single Step Transfer	Use this block for both voice and multimedia interactions to force Universal Routing Server (URS) to route the interaction to the first target type (ACD Queue, Destination Label, or Routing Point) without any other operations.
Route Interaction	Routes a non-voice interaction to one or more target objects.
Routing Rule	Selects routing rules that currently exist in the Configuration Database, such as those created with Interaction Routing Designer.
Stop Interaction	Requests Interaction Server to stop processing an interaction.
Target	Routes a voice interaction to a target. Can be used for percentage and/or conditional routing using threshold expressions.
Update	Updates the criteria associated with an outstanding submit request.
Ideal Agent Block	Routes to the most ideal agent to handle an interaction when more than one is available.

Also see:

- [Percent and Conditional Routing](#)
- [Statistics Manager and Builder](#).