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Composer Help

Percent and Conditional Routing

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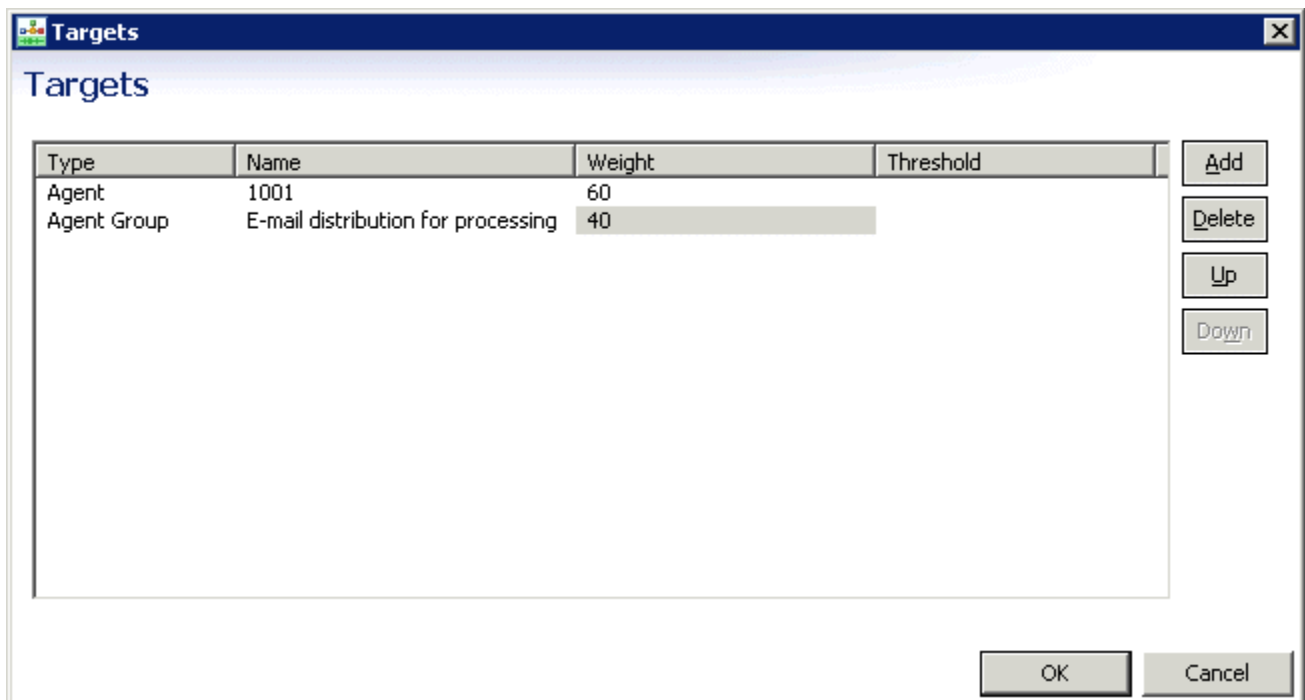
Percent and Conditional Routing

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**.

