Composer Help

Routing to the Last Called Agent

4/29/2025
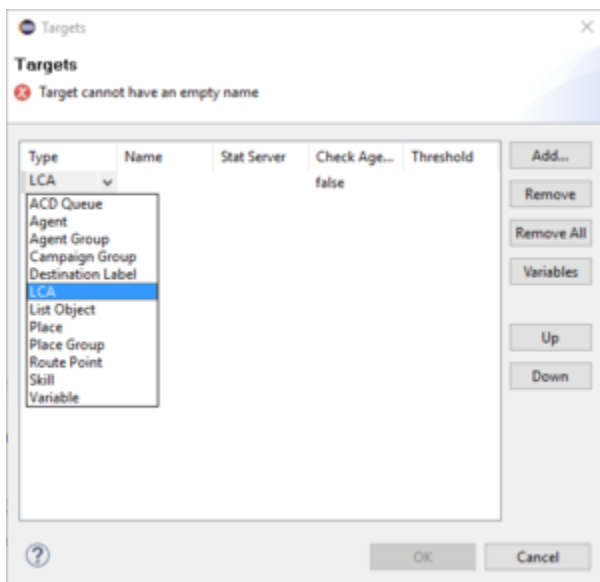
Routing to the Last Called Agent

Beginning with release 8.1.510.12, Composer supports routing interactions to the Last Called Agent (LCA), that is, the most recently contacted agent. This is supported for both voice and non-voice multimedia interactions through the Target block and the Route Interaction block respectively.

When a customer calls a contact center, the agent ID and call time are saved to the customer contact information in the UCS database. As a result, a future call from the customer can be routed to the same agent.

Important

The LastCalledAgent_EmployeeID and LCA_EmplID_voice customer profile attributes are persisted in the UCS database only if the Interaction Workspace option contact.last-called-agent.<mediatype>.enable is set to TRUE as described here and is applicable only for inbound and outbound calls, and not for internal calls.

To enable this functionality in Composer, a new target type, **LCA**, is added to the **Targets** dialog accessed through the **Targets** property in the Target block and the Route Interaction block.

If the last called agent's details are known, users can optionally specify a variable in the Name column of the Target dialog to directly route to the agent. If no variable is selected in the **Name** column, the <session:fetch> action element is used to identify the customer, retrieve the agent information from the UCS database, and then route to the particular agent.

> **Important**
>
> The other options in the Targets dialog (**Stat Server**, **Check Agent Availability**, and **Threshold**) are not applicable for the LCA target type.
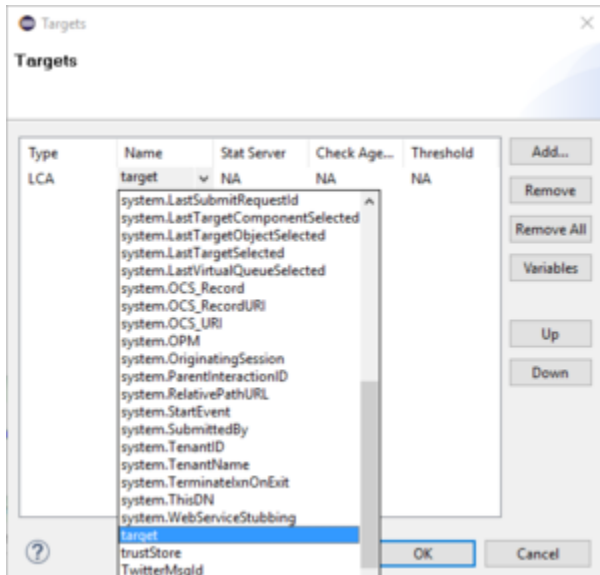
> **Important**
>
> When LCA is selected as the target type, a script is generated within the target state as part of code generation to retrieve the last called agent's ID from UCS and is used as the routing target. If the last called agent is not available, the other targets specified in the block are attempted.