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eServices Administrator's Guide

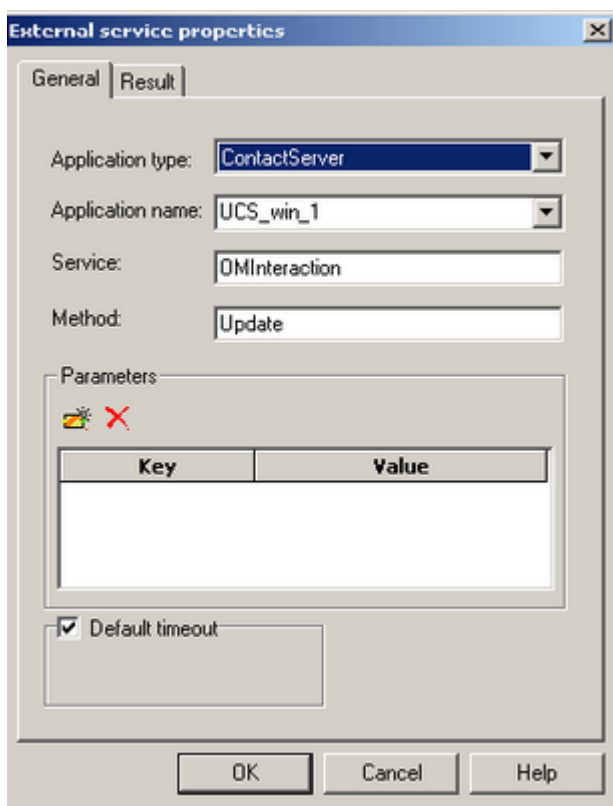
Updating Interaction Data in a Routing Strategy

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Updating Interaction Data in a Routing Strategy

It is possible for a routing strategy to update certain interaction attributes. To ensure that such an update is also made in the UCS database, use the following procedure.

1. Log in to Interaction Routing Designer and open your strategy for editing.
2. In the strategy, create an External Service block to call the OMInteraction service, using the Update method. The figure below shows a sample configuration.



External Service Object

3. Save and reload the strategy.