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Orchestration Server Developer's Guide

[Route to Agent Group Without Checking Ready State](#)

Route to Agent Group Without Checking Ready State

The following SCXML strategy routes an interaction to an agent group that has free DNs, even if Stat Server reports it as not ready.

```
<scxml version="1.0" xmlns="http://www.w3.org/2005/07/scxml"
  xmlns:queue="www.genesyslab.com/modules/queue"
  xmlns:dialog="www.genesyslab.com/modules/dialog"
  initial="initial">
  <state id="initial">
    <transition event="interaction.added" target="routing">
      <script>
        _data.ixnid = _event.data.interactionid;
      </script>
    </transition>
  </state>
  <state id="routing">
    <onentry>
      <script>_genesys.queue.checkAgentState(_data.ixnid, false);</script>
      <queue:submit priority="5" timeout="20">
        <queue:targets>
          <queue:target type="agentgroup" name="'ag_0002'"/>
        </queue:targets>
      </queue:submit>
    </onentry>

    <transition event="queue.submit.done" target="exit">
      <log expr="'DONE'"/>
      <log expr="_event.data.targetselected"/>
    </transition>
    <transition event="error.queue.submit" target="error"/>
  </state>

  <final id="exit"/>
  <final id="error"/>
</scxml>
```