Universal Routing Reference

Budget-Based Routing

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Budget-Based Routing

Starting with release 8.1.400.50, URS release extends Agent Capacity-Based Routing to support the Budget-Based Routing functionality implemented in Stat Server.

Important

Budget-Based Routing works with Stat Server version 8.5.110.03 or higher. To enable Budget-Based Routing, refer to the Stat Server documentation. Budget-Based Routing is not related to Cost-Based Routing and is an extension to Agent Capacity-Based Routing.

Budget-Based Routing is an optional addition to the existing Agent Capacity-based routing. Legacy Agent Capacity routing is based on the certain number of simultaneous interactions of different media types that an agent can handle.

The new functionality is based on the interaction cost and agent budget for a given media type, in addition to the legacy Agent Capacity. It allows to take into account that different interactions (even of the same media type) might require different levels of handling effort from an agent. When the budget model is enabled, URS selects a target according to the following rules:

- It determines an agent's ability to accept an interaction of a particular media type based on agent capacity information (legacy Agent Capacity) provided by Stat Server.

- It verifies if the cost of an interaction is explicitly attached to the interaction with a key as defined in the `interaction-cost-key` configuration option.

Important

If the name of the key is not defined, then the name `InteractionCost` is used.

- It uses agent budget information (available, total and used) provided by Stat Server in the `CurrentTargetState` statistic.

- It verifies that the cost of the interaction is less than the agent's remaining budget.

Important

If the interaction has no cost-related information in its attached data, then URS considers its cost as 0 (zero) and as a result, budget restrictions are not applied to the interaction.