



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Universal Routing Reference

Evaluation of Skill Expressions

5/3/2025

# Evaluation of Skill Expressions

An important note on evaluation of skill expressions by URS:

During evaluation of skill expressions, URS tries to interpret any name/string from the expression (excluding function names) as the name of the skill.

- If the configuration does not have a skill with such a name, then the strings/names are interpreted literally.
- This means that if a skill expression has to contain a literal name (for instance, the name of a folder, name of a media, or simply a name), it should be verified that the configuration does not have a skill with the same name, as otherwise the value of the skill (or 0 if agent has no such skill) will be used instead of the literal name.