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UC Connector Deployment Guide

Configuring the Routing Strategies

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Configuring the Routing Strategies

This section describes a few sample Universal Routing Server (URS) routing strategies, as configured in Interaction Routing Designer (IRD), which can be used to deliver interactions from an agent to the Knowledge Worker— including negotiation of the PreviewInteraction protocol for delivering the Preview Notification.

Important

This section does not provide detailed step-by-step instructions for designing routing strategies, but instead gives samples and key information that you can work from. If you need detailed information about using IRD, see the [Universal Routing 8.1 Deployment Guide](#).

This section contains the following topics:

- [About the Key Routing Blocks](#)
- [About the Preview Interaction Protocol](#)
- [Routing to a Particular Knowledge Worker](#)
- [Routing with Robin-Robin Selection](#)
- [Routing with Broadcast Preview](#)

Important

Although Genesys now offers other and more advanced routing configuration tools, IRD is still required to configure the UC Connector, since it's the only tool capable of setting up the Custom Server included into the UC Connector.