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Composer Help

Routing My Interactions

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You can use Composer's **predefined blocks** and/or write your own SCXML code to create routing applications that route based on various criteria such as: **Agent, Agent Group, ACD Queue, Place, Place Group, Route Point, Skill, or Variable, last called agent, date and time, the value of a statistic, dialed number (DNIS), originating number (ANI), percent and conditional routing,** and **load balancing**.