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Composer Help

Routing Rule Block

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Note: The Routing Rule block does not create routing rules. Instead, you select routing rules that currently exist in the Configuration Database, such as those created with Interaction Routing Designer as described in the *Universal Routing 8.1.x Reference Manual*.

Routing rules specify the method of target selection for voice interactions. Composer supports using the following types of routing rules:

- Load Balancing
- Percentage
- Statistics

The Routing Rule block has the following properties:

Name Property

Find this property's details under **Property Common Properties**. Enter the name of the Routing Rule block for the workflow. The name of the routing rule in the Configuration Database is entered in the Rule Name property below.

Block Notes Property

Find this property's details under **Common Properties**.

Exceptions Property

Find this property's details under **Property Common Properties**.

Condition Property

Find this property's details under **Common Properties**.

Logging Details Property

Find this property's details under **Common Properties**.

Log Level Property

Find this property's details under [Common Properties](#).

Enable Status Property

Find this property's details under [Common Properties](#).



Pass Context Property

This property accepts true/false values. When set to true and Detach is also true:

- URL built with the block name is stored into this interaction's user data (user data key name is '_composer_originating_session') just before detaching the interaction. That URL will be used by the orchestration destination session (that is the new orchestration session started to handle the interaction after it was redirected to an other routing point) to request the context of the originating session. After the processing for this block is over, the originating session is blocked until the destination session actually reads the context. The context consists of the system and user [variables](#).

Rule Name Property

Use this property to specify the routing rule name.

1. Click under Value to display the  button.
2. Click the  button to open the Rule Name dialog box.
3. From the Type dropdown menu, select **Literal**, **Variable**, or **Configuration Server**
 - If you select **Literal**, enter the name of an existing routing rule exactly how it appears in the Configuration Database. In Configuration Manager, Routing Rules are stored in the Transactions folder.
 - If you select **Variable**, select the name of the variable that contains routing rule.
 - If you select **Configuration Server** and are [Server connected](#), existing routing rules appear for selection based on the Rule Type property entry. Select a routing rule.
4. Click **OK** to close the dialog box.

Rule Type Property

Click the down arrow under Value and select one of the following:

- **Load Balancing**—Use to distribute voice interactions to Universal Routing Server (URS) queues according to statistic StatEstimatedWaitTime as described in the Universal Routing 8.0 Reference Manual.
- **Percentage**—Use to distribute voice interactions to targets based on a set percentage for each target. When this criterion is used, every target must be supplied with a non-negative integer percentage.
- **Statistics**—Use to route voice interactions. It uses a routing rule so that URS can obtain the values of defined statistics for targets from Stat Server.

Interaction ID Property

Set to a meaningful value or keep the default value, which is the system variable InteractionId.

Can be used for "interaction-less" processing for scenarios where the InteractionId variable is not automatically initialized, but instead must wait for an event. An example would be an SCXML application triggered by a Web Service that does not add an interaction.

Background: Previous to 8.1.1, Composer did not expose an Interaction ID property. Instead, when ORS started processing an interaction, a generated SCXML application automatically initialized the system variable, InteractionId. This variable was then used internally by Routing and certain eServices blocks when interacting with ORS.

With the introduction of support for Interaction-less processing, you can now define a specific event (**for Event Property IPD Wait_For_Event_Property**) to initialize InteractionId, or not define an event at all.

For scenarios with an interaction (IPD Diagram/Wait For Event=interaction.present for example), you may keep the default value for the Interaction ID property. The default value is the system variable InteractionId, which is initialized automatically in this case.

For other scenarios (any scenario where the system variable InteractionId is not set), you may choose to:

1. Not use blocks that require an Interaction ID
2. And/or set the Interaction ID property to a meaningful value
3. And/or assign a meaningful value to the InteractionId system variable

Hints Property

This property is for future use by Orchestration Server. Its use will be described in various action elements reference in the Orchestration Server wiki.

Detach Property

Use for multi-site routing. Controls whether the Orchestration Platform should <detach> an

interaction from the current session before routing the interaction. When this property is set to true, the interaction is detached from the current session.

Detach Timeout Property

Use to specify how long to attempt to <detach> if an initial attempt fails with an invalidstate error. Specify the timeout in milliseconds. If set to 0, no further attempt to detach is made. After the timeout, if the <detach> is not successful, no further attempts will be made and the block will attempt to reclaim the interaction back into the current session using <attach>.