



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.

Composer Help

What is a Routing Workflow?

What is a Routing Workflow?

Contents

- **1 What is a Routing Workflow?**
 - 1.1 What is Routing?
 - 1.2 What is a Routing Workflow?
 - 1.3 Routing Blocks and Ports

What is Routing?

In the simplest terms, *routing* is the process of sending an interaction to a target, for example, sending an incoming telephone call to an agent. In practice, an interaction must undergo various types of processing between the time it arrives at the contact center and the selection and routing to the appropriate target. Each processing-point is an opportunity for some sort of processing to take place or for Universal Routing Server (URS) to make a decision based on the current situation—with the goal of getting the interaction delivered to the most appropriate target.

What is a Routing Workflow?

A **routing workflow** is a set of decisions and instructions that tells Universal Routing Server how to handle and where to direct interactions under different circumstances.

At any given processing-point in the workflow, only one of several possible outcomes can be optimal. Universal Routing Server uses the workflow instructions to determine which outcome is optimal and sends the interaction along a specified route accordingly.

There are various ways to create an SCXML-based workflow in Composer:

1. By working with blocks to **create a workflow** in **Composer or Composer Design perspective**.
2. By writing code in the **SCXML editor** (which may include using templates).
3. By **Options importing an existing workflow**.

Routing Blocks and Ports

Each processing-point is represented graphically in a workflow by a **routing block**, which has:

- One entry port
- One or more red exception ports
- One or more green exit ports.

The figure below shows how these ports appear for a block in Composer's workflow designer.

What is a Routing Workflow?

