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Composer Help

Percent and Conditional Routing

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Percent and Conditional Routing

You can also use the **Target Block** for:

- Percentage routing or for
- Conditional routing using the **threshold functions**

Percentage Routing

When using the **Target Block**, If percentage is selected for the **Statistics Order property**, the Targets dialog box, which opens from the **Targets property**, displays a Weight column as shown below.

The screenshot shows a window titled "Targets" with a table and several buttons. The table has four columns: Type, Name, Weight, and Threshold. It contains two rows of data. To the right of the table are buttons for "Add", "Delete", "Up", and "Down". At the bottom right of the window are "OK" and "Cancel" buttons.

| Type | Name | Weight | Threshold |
|-------------|------------------------------------|--------|-----------|
| Agent | 1001 | 60 | |
| Agent Group | E-mail distribution for processing | 40 | |

Here you can enter numbers to specify percentage allocation for each target.

Conditional Routing

Universal Routing Server's threshold functions can be used in the **Target block** for conditional routing, such as "share agents by service level agreement routing" as described in the *Universal Routing 8.1 Routing Application Configuration Guide*. The Targets dialog box, which opens from the **Targets property**, displays a Threshold column. Click the button under Threshold to open **Expression Builder**

where you can create a **threshold expression**.

