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# Interaction Server Deployment Guide

[Overview](#)

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# Overview

Web API Server works with Interaction Server to create, schedule and close callback requests via the web.

## Interaction Server

Interaction Server is the central interchange for interaction flow.

- It receives interaction operational data from the media interface.
- It stores the operational data in a **cache** (a database) while receiving and transmitting information about the interaction. This cache also contains **queues** through which the interaction passes as part of its processing.
- It works in concert with the Routing components to route interactions according to interaction workflows and routing strategies (following section).
- It provides the means for agents to log in and indicate readiness.

## Routing

Routing components include the following:

- **Interaction Routing Designer (IRD)** and **Universal Routing Server (URS)** design and execute **routing strategies**, which trigger functions such as automatic responses and screening; apply logic (segmentation and conditional branching) to the flow; and ultimately deliver the interaction to an agent or other target. Routing strategies are one of the two main types of objects used in interaction workflows (previous section).
- **Interaction Design**, a subcomponent of IRD, creates and displays **Business Processes**, which plot an overall path for interactions. Interaction workflows map a route for the interaction between contact center objects, principally queues and routing strategies (following section). Interaction workflows are executed by Interaction Server.
- **Stat Server** accumulates data about places, agents, and place/agent groups; converts the data into statistically useful information; and passes these calculations to other software applications. In particular, Stat Server provides information to URS about agents' capacities in terms of the number of interactions, the media type of an interaction, and so on.

## Summary

To summarize interaction flow:

- At the highest level the flow is controlled by interaction workflows that Interaction Server executes.
- Each interaction workflow contains queues and routing strategies.

- Routing strategies may bring in other applications/components to apply processing to the interaction—for example, sending a transcription of the chat session to the customer:
  - Send an acknowledgment or an automatic reply.
  - Apply a screening rule.
  - Apply content analysis (with Content Analyzer option only).
  - Forward or redirect the interaction.