GENESYS™

Orchestration Server Developer's Guide

Route to Agent by Skills

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Route to Agent by Skills

The following SCXML strategy routes an interaction to an agent with a particular set of skills.

```
<scxml version="1.0" xmlns="http://www.w3.org/2005/07/scxml"
       xmlns:queue="www.genesyslab.com/modules/queue"
       xmlns:dialog="www.genesyslab.com/modules/dialog"
       initial="initial">
  <state id="initial">
    <transition event="interaction.added" target="routing"/>
  </state>
  <state id="routing">
    <onentry>
      <queue:submit priority="5" timeout="20">
        <queue:targets>
          <queue:target skillexpr="'Checking > 5 & English > 8'"/>
        </queue:targets>
      </queue:submit>
    </onentry>

    <transition event="queue.submit.done" target="exit">
      <log expr="'DONE'"/>
      <log expr="_genesys.ixn.interactions[0].voice.ani"/>
      <log expr="'DONE'"/>
      <log expr="_event.data.targetselected"/>
    </transition>
    <transition event="error.queue.submit" target="error"/>
  </state>

  <final id="exit"/>
  <final id="error"/>
</scxml>
```