



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.

Orchestration Server Developer's Guide

[Route to Agent Group](#)

12/12/2025

Route to Agent Group

The following SCXML strategy routes an interaction to an agent group.

```
<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 type="agentgroup" name="'ag_0002'"/>
        </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>
```