GENESYS™

Universal Routing Reference

Evaluation of Skill Expressions

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Evaluation of Skill Expressions

An important note on evaluation of skill expressions by URS:

During evaluation of skill expressions, URS tries to interpret any name/string from the expression (excluding function names) as the name of the skill.

- If the configuration does not have a skill with such a name, then the strings/names are interpreted literally.

- This means that if a skill expression has to contain a literal name (for instance, the name of a folder, name of a media, or simply a name), it should be verified that the configuration does not have a skill with the same name, as otherwise the value of the skill (or 0 if agent has no such skill) will be used instead of the literal name.