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Universal Routing Reference

Hyphens Allowed in Interaction Data Names

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Hyphens Allowed in Interaction Data Names

Starting with Interaction Routing Designer Release 8.1.400.18, when configuring strategies that use Interaction Data, IRD allows the use of hyphens in Interaction Data names.

For example, you may want to display customer information for an incoming call on the agent desktop in the form of a screen pop. In this case, when using IRD to configure the Interaction Data for the screen pop, you now have the option of using hyphens in Interaction Data names.