Routing Target Selection

Routing Targets

After defining how a script is used to categorize contacts, you typically use the nodes available in Script Editor to specify how the contact is to be routed to a target destination. A routing target is an entity to which the system can route a contact, including agents and skill groups. The routing target receives the contact and processes it accordingly.

Agent Routing Nodes

The following nodes available for agent routing:

1. Queue to Agent Node. For more information, see Specify an Agent Directly
2. Agent to Agent Node. For more information, see Transfer Calls from Agents to Agents, on page 1

Transfer Calls from Agents to Agents

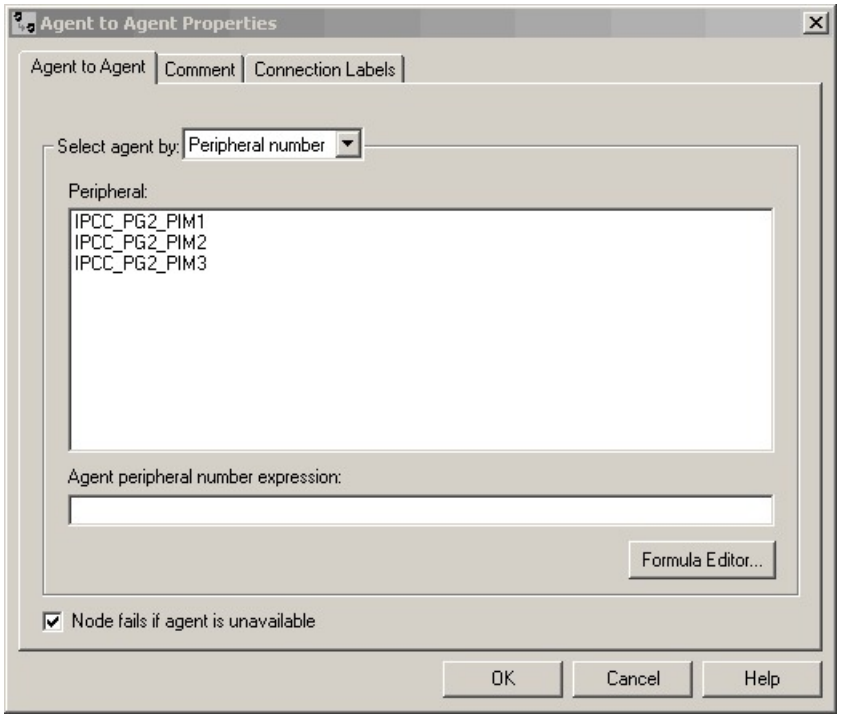
You can transfer a call from an agent to an agent by using the Agent to Agent node in the Targets tab of the Palette.

Figure 1: Agent to Agent Icon

The Agent to Agent node routes the call to the specified agent. You define the agent either by directly selecting the agent from the database or by providing an expression using a formula. The expression must translate to agent peripheral number or SkillTargetID. The router then finds a valid label for the agent. If there are no labels configured for the specified agent, the failure node of the Agent to Agent node is executed.

Following is the Properties dialog box for the Agent to Agent node:

Figure 2: Agent to Agent Properties



Define Agent to Agent node properties as follows:

Procedure

Step 1 Choose an option from the **Select agent by** drop-down list:

a) Peripheral number - To select a peripheral and a provide formula that translates to the agent's peripheral number.

b) Enterprise Name - To select the agent from the list of configured agents.

c) Skill target ID - To select the agent by providing an expression that translates into the agent's SkillTargetID. In the supervisory case, the expression should use the call's PreferredAgentID.

Step 2 Based on your selection in Step 1, select the peripheral or agent, or enter an expression, as necessary.

Step 3 Optionally, check or uncheck **Fail node** if agent is unavailable:

a) When checked, the success branch of the Agent to Agent node is executed and the router sends the call if the router finds a valid label for the agent, the agent is available, and the agent state is Ready.

b) The failure branch of the Agent to Agent node is executed if the router does not find a valid label for the agent, or the agent is not available or the agent is in TempUnavailable mode (the router has just send a call to the agent).

c) When not checked, the success branch of the Agent to Agent node is executed and the router sends the call if the router finds a valid label for the agent. The failure branch of the Agent to Agent node is executed if the Router does not find a valid label for the agent.

Step 4 Optionally, add comments and connection labels.

Nodes Used to Stop Script Processing

You can use the following nodes to stop script processing:

- End Node
- Termination Node
- Release Call Node

End Node

You can terminate the script by using the End node in the General tab of the Palette.

Figure 3: End Icon

If the script reaches the End node, it has failed to find a target for the contact. Packaged CCE then uses the default route for the Dialed Number.

Several End nodes can appear in the same script. The End node is never required; a script can terminate with any node.

You do not define any properties for the End node. You can optionally add comments.

Release Call Node

You can terminate the script and disconnect the caller by using the Release Call node in the Targets tab of the Palette.

Figure 4: Release Call Icon

You can use a Release Call node in situations where the caller needs no further service after executing several Unified CVP scripts.

You do not define any properties for the Release Call node. You can optionally add comments.

Service Requested

ServiceRequested is a call variable available in Script Editor. It provides more details regarding the routing request. The field is currently only set for multichannel routing (Task Routing), voice callback (Agent Request) and Pick/ Pull routing, otherwise it is set to 0. Based on the value of this field, the script can take different actions.

ServiceRequested Variable

Service Requested Variable	Description
0 = ROUTE_SERVICE_REQUEST_NONE	No service requested.
1 = ROUTE_SERVICE_REQUEST_VOICE_CALLBACK	Caller is requesting a voice callback.
2 = ROUTE_SERVICE_REQUEST_TRANSFER	Transfer a task that is already assigned to an agent back to a queue.
3 = ROUTE_SERVICE_REQUEST_RONA	A task is being rerouted on no answer (RONA).

Target Requery

Target Requery is a script node feature that you can use to handle routing failures, for example due to No Answer or Busy responses, or for unreachable targets caused by transient failures in the network (such as network congestion). If the determined destination for a contact is available but not reachable, Target Requery attempts to find a different valid destination.

You need Target Requery to address the following failures:

- Failure to deliver a call to an agent.
- Failure of the outbound leg of a blind-mode Network Transfer.
- Target Requery works on a per call basis; that is, the routing information for one call does not affect the state for other calls. If the first target selected for the contact was not reachable, the target is not eliminated from the potential routing destinations for other contacts.

Note You can enable the Target Requery feature for CVP, ICM to ICM gateway, and a subset of the supported carrier NICs. You cannot use the requery feature with any of the multimedia requests because the MR PG does not support requery mechanism.

Target Requery Functionality

In the system, when queried, the CallRouter returns a label to the routing client. The routing client then routes the call to the destination specified by the label. If the destination is not reachable (for example, because of a busy signal or no answer), the call is routed to the default destination.

With Target Requery in a Label, Route Select, or Select node, if the router fails to route to a target node, a second attempt is made. If the failure occurs a second time, then the router continues from the failure path in the node.

Note In a Queue node, just one target is used. If the router fails to route to the target node, the failure path of the node is taken immediately. To implement requery in a Queue node, you can create a script that increases the priority and requeries the call from the failure path to the same queue.

In the event of a failure, you can handle requerying in the scripting environment, as you deem appropriate.

Target Requery does not require different definitions for different failure cases. However, you can choose to handle different failures differently.

Test of the RequeryStatus Variable

You can test the error path of these script nodes using Target Requery to determine the specific network cause of failure and conditionally retry the attempt as necessary. You can accomplish this using an If node to check the value of the call variable RequeryStatus. The decision path for the script is then determined by the value of the RequeryStatus variable.

The following are possible values for the RequeryStatus variable:

Table 1: RequeryStatus Variables

Requery Status Variable	Description
REQUERY_ANSWER (0)	Script ends. The call was successfully sent to the chosen target. **Note** This variable is used internally by the CallRouter. You cannot test for this variable in an IF node.
REQUERY_ROUTE_SELECT_FAILURE (1)	Routing client generated an error code from ReRouteReq msg indicating a Route Select failure.
REQUERY_CALLED_PARTY_BUSY (2)	Routing client generated error code from ReRouteReq msg indicating the called party is busy.
REQUERY_NO_ANSWER (3)	Routing client generated an error code from ReRouteReq msg indicating no answer.
REQUERY_ERROR (4)	CallRouter generated an error code. The attempt to send the call to target failed because the target was not reachable (i.e., busy, ring no answer).

Requery Status Variable	Description
REQUERY_ABORTED (5)	The attempt to send the call to a target failed because the caller abandoned before the call could be delivered to its destination. In the case of ABANDON and DISCONNECT, the CallRouter assumes the call has ended and ends the script. The RequeryStatus value is set to 5, indicating REQUERY_ABORTED. **Note** This variable is used internally by the CallRouter. You cannot test this variable in an IF node.
REQUERY_TIMED_OUT (6)	The call attempt failed because the routing client did not respond to the router within the DivertOnBusyCallTimeout period (180 seconds by default). If the target node has Router Requery enabled, when DivertOnBusyCallTimeout period expires, the Router closes the Router Requery with REQUERY_TIMED_OUT . **Note** This variable is used internally by the CallRouter. You cannot test this variable in an IF node.

Nodes That Support Target Requery

The following nodes support Target Requery:

- Label
- Queue
- Queue to Agent
- Precision Queue
- Route Select
- Select

Use Target Requery

You define nodes to enable Target Requery. For the Queue, Queue to Agent, and Route Select nodes:

Procedure

Step 1 Open the node properties.
Step 2 Click **Change**. A dialog box opens.
Step 3 Check **Enable target requery**.
Step 4 Click **OK** to close the dialog box.
Step 5 Click **OK** to close the properties dialog box.
Step 6 For the Label, Select and Precision Queue nodes:

For Select nodes:

a) Open the node properties.
b) Check **Enable Target Requery**.
c) Click **OK** to close the properties dialog box.