Designer User's Guide

Route Agent Block

6/1/2026

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- Administrator

This block enables you to route to an agent based on the specified Agent ID and Virtual Queue, Agent Login and SIP Switch, or Last Called Agent.

Related documentation:

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You can use the **Route Agent** block in the **Assisted Service** phase to route calls to an agent based solely on:

- a specified **Agent ID** and **Virtual Queue**
- a specified **Agent Login** and **SIP Switch**, or
- the **Last Called Agent** that the caller spoke to

To route calls based on skills and other criteria, use the Route Call block.

You can sequentially place multiple **Route Agent** blocks with different settings, so that if routing fails in one block, your application proceeds to the next block. When a **Route Agent** block successfully routes the call to an agent, the application moves to the **Finalize** phase, ignoring any subsequent blocks in the **Assisted Service** phase.

> **Important**
>
> The **Route Agent** block can only be used to route voice calls. It does not support the routing of chat interactions.

Agent Routing tab

Agent Routing

Select a Routing type:

- **Agent ID** - Select the **Agent ID** (specified as a variable) and **Virtual Queue** that the call will be routed to.
- **Agent Login** - Select the **Agent Login** (specified as a variable) and **SIP Switch** (where the selected agent is logged on, also specified as a variable) that the call will be routed to.

- **Last Called Agent** - Select this option to route the call to the agent that the caller last spoke with.

> **Important**
>
> If you select the **Last Called Agent** option, you must also select the **Enable Customer Profile** option in the Contextual Data tab of the Application Settings.

Other Routing Settings

- **Overall timeout** - If enabled, you can specify how long the application must wait before moving on to the next block. Optionally, you can enable the check box to specify a variable.
- **Route only if the Agent is ready** - If enabled, a call is routed to an agent only if his status is set to Ready. If disabled, the call is routed to an agent regardless of his status.

Treatments tab

Specify a busy treatment to execute while waiting for an agent to become available. You can choose to play audio and/or execute a shared module.

- Learn more about busy treatments

> **Important**
>
> After a busy treatment has been executed at least 10 times, Designer exits the **Route Agent** block and moves to the next block if the average duration of the treatment is less than 1000 ms (for example, due to a missing audio file).

Audio

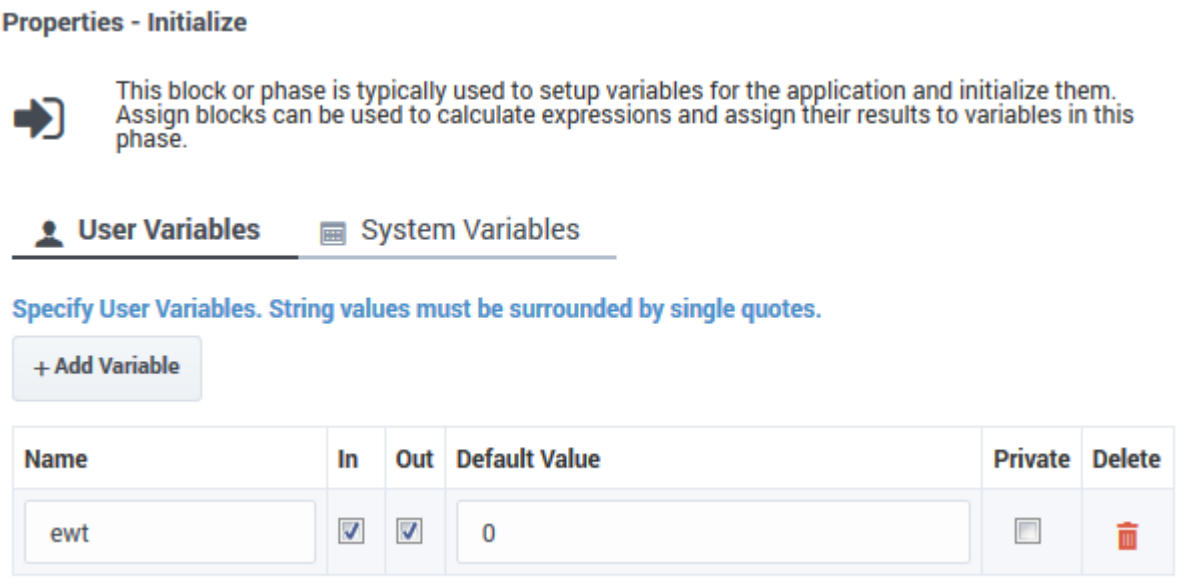
Click **Add Audio** to add a Play Message child block underneath this **Route Agent** block. The collection of audio plays repeatedly until the call is successfully routed or times out.

Shared Module

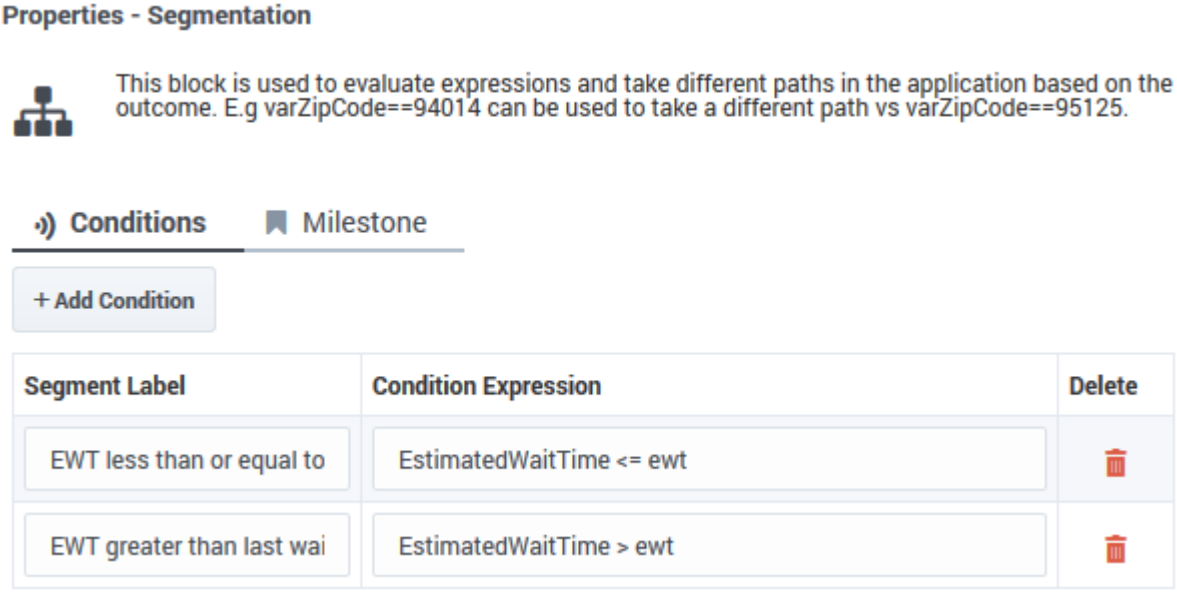
Click **Add Module** to add a Shared Module child block underneath this **Route Agent** block. In the child block, you can select a shared module to execute.

A potential use case is to execute a shared module based on a specified set of conditions that can change over time and respond to external factors. For example, you might use a shared module that can play one announcement for callers if the estimated wait time (EWT) is beyond a certain threshold, and another announcement for when they are the next caller in the queue. To set up this feature:

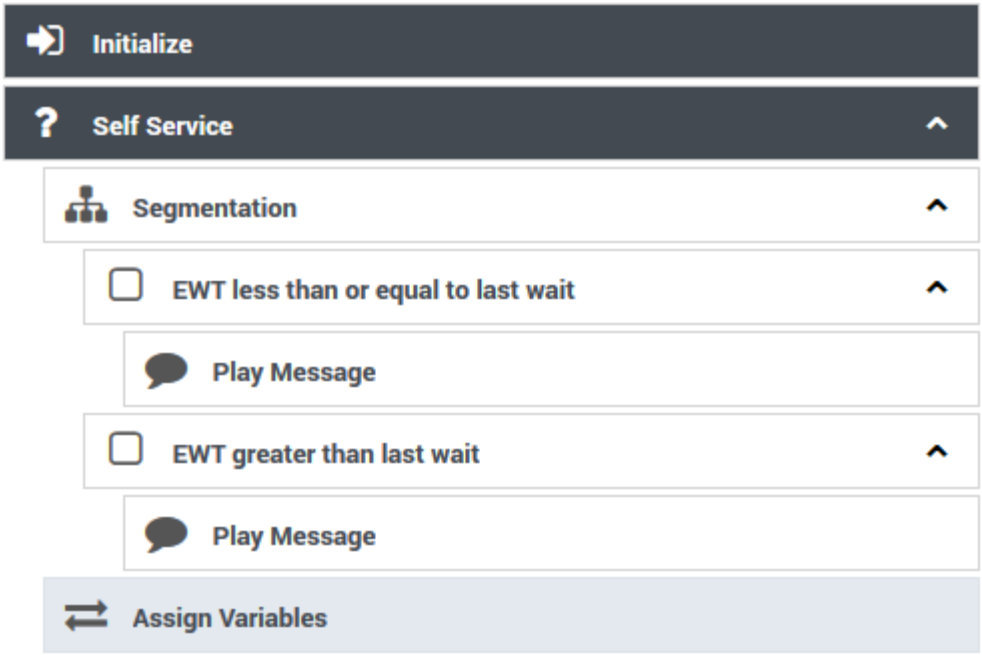
1. In the application, create a user variable, `ewt`, and set its default value to `0`.
2. Create a **Self Service** type shared module.
3. In the shared module, create a user variable, `ewt`, and set its default value to `0`.



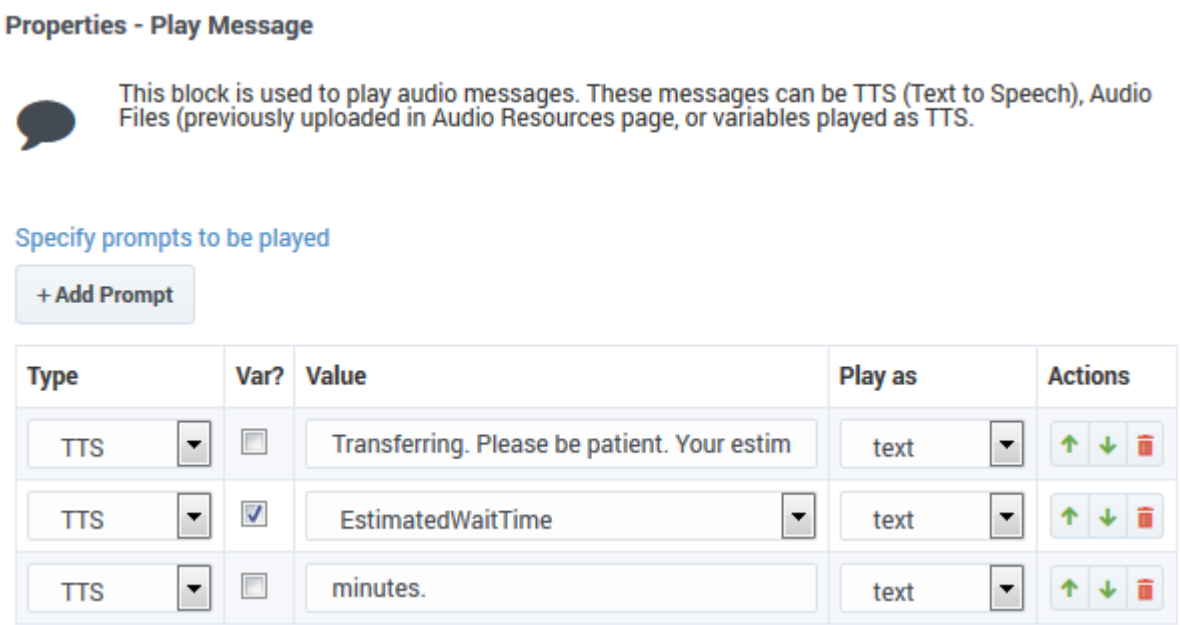
4. In the **Self Service** phase of the shared module, add a **Segmentation** block. Add the conditions as shown below:



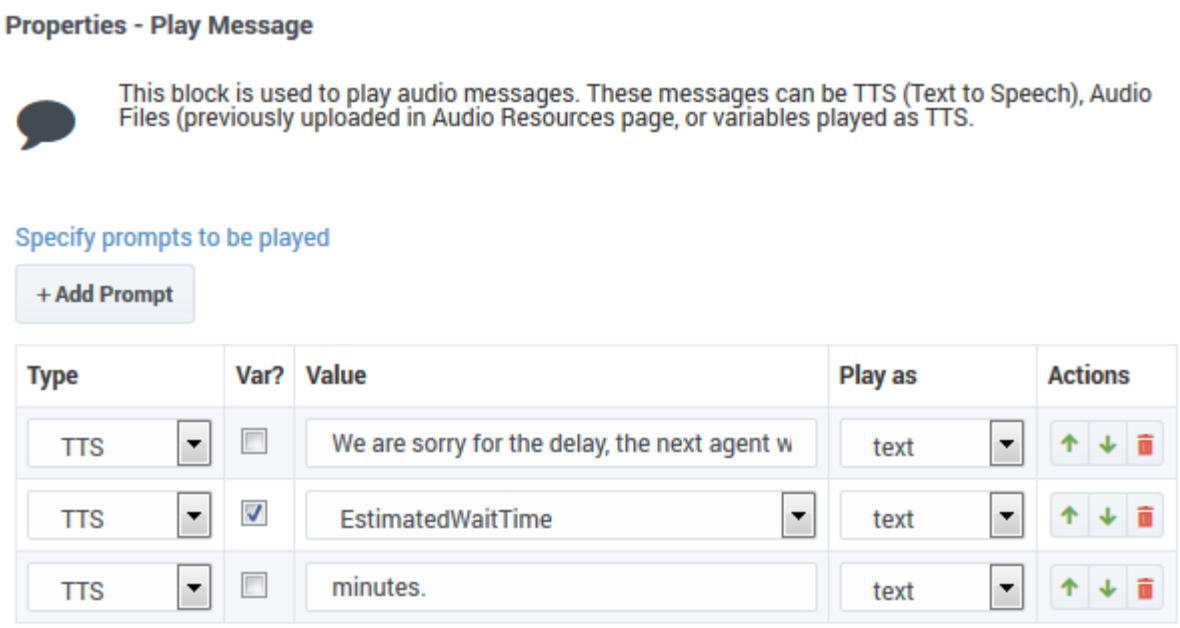
5. Add two **Play Message** blocks as child blocks of the condition blocks, and add an **Assign Variables** block at the end. Your shared module should appear as shown below:



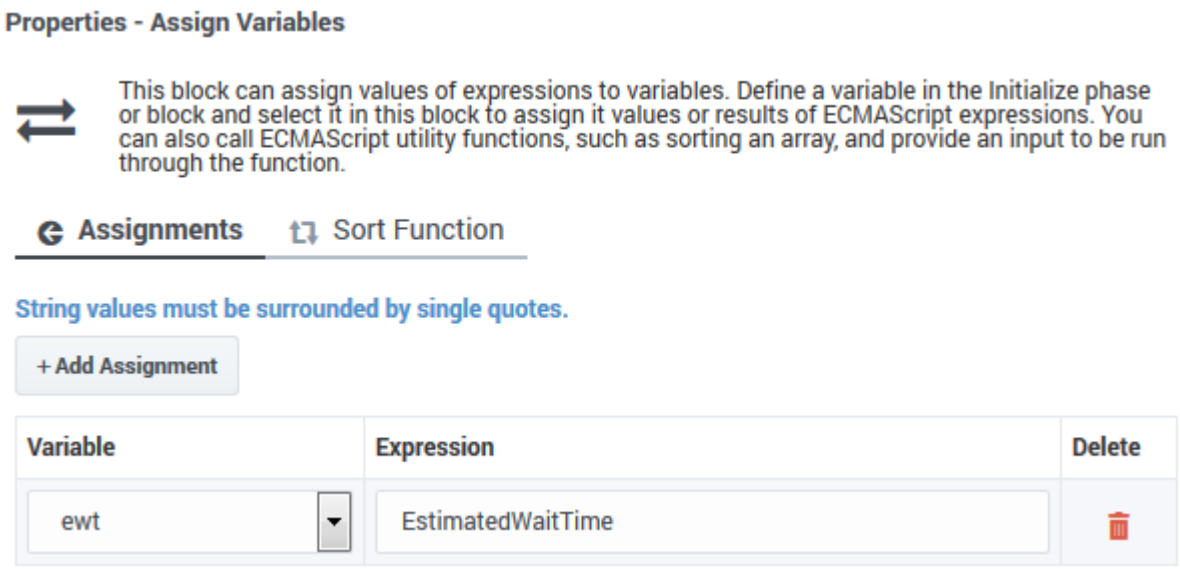
6. Configure the first **Play Message** block. An example is below:



7. Configure the second **Play Message** block. An example is below:



8. Configure the **Assign Variables** block as shown below:



9. In your application, select the **Route Agent** block and click the **Treatments** tab.
10. Click **Add Module**. A child **Shared Module** block appears beneath the **Route Agent** block.
11. In the child **Shared Module** block, select the shared module that you created in Step 2.

The application passes **ewt** to the shared module, along with the system variables, which includes **EWT**. The shared module compares **ewt** and **EWT** in the **Segmentation** block and executes a **Play Message** block, depending on which variable is larger. At the end, the shared module sets **ewt** to **EWT** before returning to the application.

Advanced tab

Targeting

Use Agent Status

If checked, the routing engine uses the **status** flag to route the call to an agent. If not checked, the routing engine uses the **loggedin** flag to route the call to an agent.

> **Important**
> This check box has no effect if you enabled the **Route only if the Agent is ready** check box in the **Agent Routing** tab.

Threshold Expression

This option enables you to use an ECMAScript (or JavaScript) expression to further refine a routing threshold for the specified target(s). Threshold expressions for the **Route Agent** block can be used for the following routing types:

- Agent ID
- Agent Login
- Last Called Agent

Threshold expressions can contain variables or reference queue-specific values, such as *sdata(target, statistic)* or *callage()*. Strings must be enclosed in single quotes. For example:

For more information about using ECMAScript in Designer, see ECMAScript Expressions.

> **Important**
> For routing types that have multiple targets, the script defined in **Threshold Expression** applies to all targets.

Extensions

Use this section to add an extension as a key-value pair to this block.

Use JSON format

This option allows certain special characters to be used in extensions, such as full stops (.), single quotes ('), double-quotes ("), and At signs (@).

Add Extension Data

Click **Add Extension Data** to add an extension as a key-value pair to this block. The value type can be a string or integer.

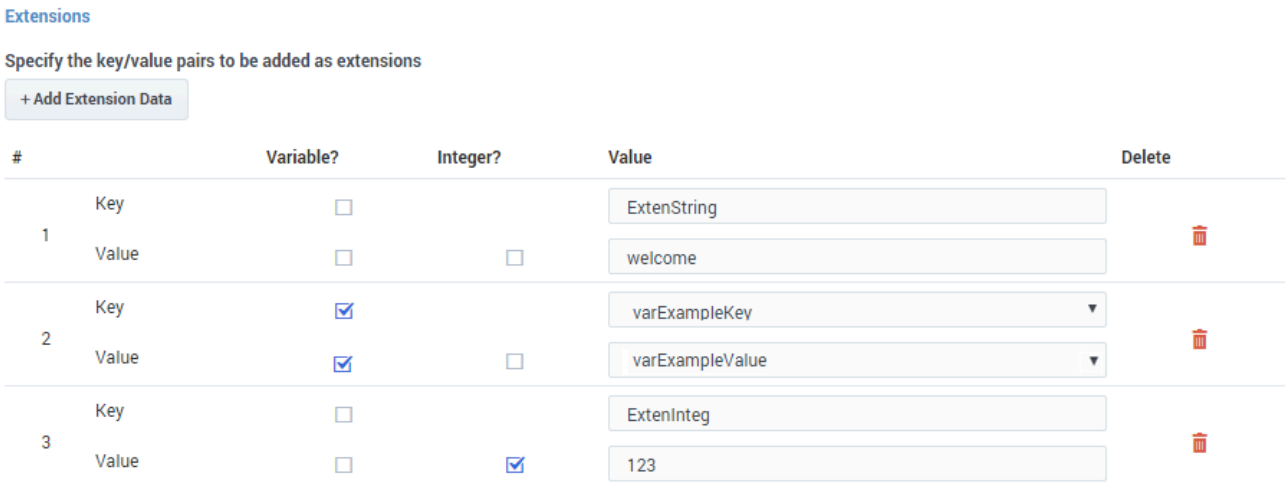
If you want to use a variable for the **Key** or **Value**, select the **Variable** checkbox and then select a variable from the drop-down menu. If the **Value** is an integer, select the **Integer** checkbox.

You do not need to enclose extension values in quotes. However, if the quote is part of the value, you must escape the quote character by using a preceding backslash. For example:

- Incorrect: `Joe's Pizza`
- Correct: `Joe\'s Pizza`

> **Important**
>
> Designer displays an error message if Extension Data is added, but the **Key** and **Value** settings are not defined.

This example shows a few different ways that key-value pairs can be added as extensions:



Results tab

Select a variable to store the result of this **Route Agent** block execution.