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Designer User's Guide

Routing Blocks

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- Administrator

Use the Routing blocks to specify how an interaction should be routed when certain conditions are met.

Related documentation:

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You might not see all of the blocks listed here on your Palette. The blocks shown depend on the features that are enabled and the type of application that is being built. For example, the **Route Digital** block is only available for Digital application types.

Use the links below to learn more about each block.

Query VQs

Queries virtual queues and assigns their Estimated Wait Times.

Used in: **Initialization, Assisted Service**

Route Agent

Specifies routing to a particular agent.

Used in: **Assisted Service**

Route Call

Specifies routing to an agent based on various criteria.

Used in: **Assisted Service**

Start Treatment

Plays uninterrupted audio to customers while their interaction is being routed.

Used in: **Assisted Service**

Voice Mail

Routes calls to voicemail.

Used in: **Assisted Service**

Transfer

Transfers a call to another destination.

Used in: **Self Service**

Route Digital

(Digital applications only) Routes a multimedia interaction to a target.

Used in: **Assisted Service**

Predictive Routing

Routes to the agent best equipped to handle the request.

Used in: **Assisted Service**