

```

Script Name: \default\PES_ABPANCB.aef
Start
/* Accept the call */
Accept (--Triggering Contact--)
/* Label ToCallCenter */
ToCallCenter:
/* Select an available resource from the queue. The selected queue is set in the
variable "CSQ"
The results of selected resource information is in the "
selectedResource" variable */
Select Resource (--Triggering Contact-- from C
SQ)
Connected
/* Connect the caller to the selected available resource */
Connect (--Triggering Contact-- to selectedResource)
Connected
/* Go to End label */
Goto End
Failed
/* Go to ToCallCenter label if the connection to the agent failed. */
/
Goto ToCallCenter
Queued
/* Label QueueLoop */
QueueLoop:
Delay 30 sec
/* Loop back to QueueLoop label */
Goto QueueLoop
/* label End */
End:
End

```

Name	Type	Value	Attributes
CSQ	String	"PES_AB Panc"	Parameter
selectedResource	User	null	

## Resources