

Contact center routing

One page pulled from the Canon rooms named in the source column. Open the room before you quote a number in a design. This is not a copy of a Cisco document.

Check	What the room says	Source
What does an entry point represent for a phone call?	The number the call arrives on. The flow tied to that entry point through a routing strategy handles it. [cite:1]	T3-R03-entry-points-queues-routing.html
What is a queue?	Where the contact waits until an eligible agent is selected or picks it up. [cite:2]	T3-R03-entry-points-queues-routing.html
Which patterns can a non-skill team queue use?	The routing article lists Longest Available for that queue type. The queue article says Longest Available is the default. [cite:2] [cite:3]	T3-R03-entry-points-queues-routing.html
Which patterns can a non-skill agent-assignment queue use?	Longest Available, Circular, and Linear/Top-down. Circular is the default. There is no timed target expansion. [cite:2] [cite:3]	T3-R03-entry-points-queues-routing.html
When is Best Available a choice?	Skill-based queues. It ranks agents who fully meet the requirements by proficiency score. [cite:2] [cite:3]	T3-R03-entry-points-queues-routing.html
How does a call distribution group expand?	The contact searches the first group. If nobody matches, it parks for the configured duration, then the next group's teams are added. A later free agent in an earlier group can still be chosen. [cite:2]	T3-R03-entry-points-queues-routing.html
What does Check Agent Availability change?	An empty current group is skipped immediately, from the Queue Contact activity. [cite:2]	T3-R03-entry-points-queues-routing.html

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Sources and go deeper

Checked links were opened this month. A confirm row has no address because that page was not opened.

- **Wikipedia** [Webex \(Wikipedia\)](#) last checked 2026-10
- **Vendor doc** [Webex Help Center](#) last checked 2026-10
- **DevDocs** [Webex developer documentation](#) last checked 2026-10
- **DevDocs** [Webex developer getting started](#) last checked 2026-10

- **Community** [Webex community](#) last checked 2026-10
- **SRND** [Cisco Collaboration design zone](#) last checked 2026-10
- **RFC** [RFC 3261 SIP: Session Initiation Protocol](#) last checked 2026-10
- **Port table** [IANA service name and port number registry](#) last checked 2026-10
- **Port table** [Port reference for Webex Calling](#) last checked 2026-10
- **Wikipedia** [Call centre \(Wikipedia\)](#) last checked 2026-10
- **Wikipedia** [Interactive voice response \(Wikipedia\)](#) last checked 2026-10
- **Release notes** [What's new for administrators in Webex Contact Center](#) last checked 2026-10
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- **RFC** [RFC 3264 An Offer/Answer Model with SDP](#) last checked 2026-10
- **Wikipedia** [Session Initiation Protocol \(Wikipedia\)](#) last checked 2026-10
- **RFC** [RFC 3550 RTP](#) last checked 2026-10
- **RFC** [RFC 3711 SRTP](#) last checked 2026-10
- **RFC** [RFC 4566 SDP](#) last checked 2026-10
- **RFC** [RFC 4733 RTP payload for DTMF](#) last checked 2026-10
- **Wikipedia** [Real-time Transport Protocol \(Wikipedia\)](#) last checked 2026-10
- **Release notes** [What's new in Webex Calling](#) last checked 2026-10
- **Vendor doc** [help.webex.com article o6rfjeb](#) last checked 2026-10
- **Vendor doc** [help.webex.com article upg0eu](#) last checked 2026-10

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