

ROUTING

1. OOTB Routing Activities

1.1. References / PDN links

- Course: System Architect Essentials 1 – Chapter: Advanced Case Processing – Topic: Routing Cases
- Course: Senior System Architect – Chapter: Automating Business Policies – Topic: Routing
- <https://academy.pegas.com/topic/routing-work/v1>

1.2. Hands-on scenario

Configure a Workgroup XYZ with Career Manager as the Workgroup Manger. The career manger should have Pega and Appian skills. 3 Pega skilled employees and two Appian skilled employees would report to the career manager and all 5 would belong to the above workgroup XYZ as members. Configure a workbasket named CertificationApprovalWB.

The Pega and Appian employees can raise certification request by creating a case and submitting it for approval. Implement routing in such a way that if the cost of the certification is > 20000, then the case should be routed to CertificationApprovalWB. If the cost is <=20000, then the case should be routed to the Career Manger for approval.

The career manger can create Pega and/or Appian project tasks by creating a case. Implement skill based routing such that the Pega related tasks would be assigned to employee having Pega skill and Appian related task would be allocated to employee having Appian skill.