

Change priority of an interaction in Attendant

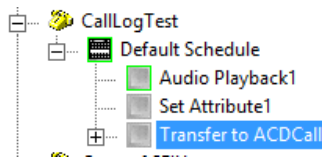
This article describes how to change the priority of an interaction in Interaction Attendant. You can assign priority with a set value or dynamically with a value in an attribute. For more information, see the related Interaction Attendant help topic:

Interaction Attendant: [Set Attribute](#)

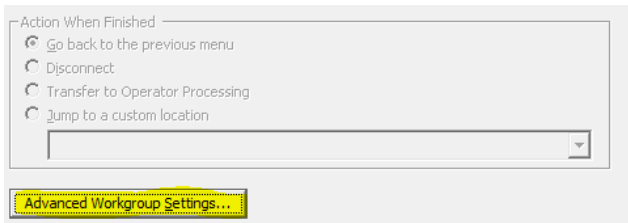
Using a set value

You can hard code a value to the priority when using a group transfer step to send an interaction to a queue.

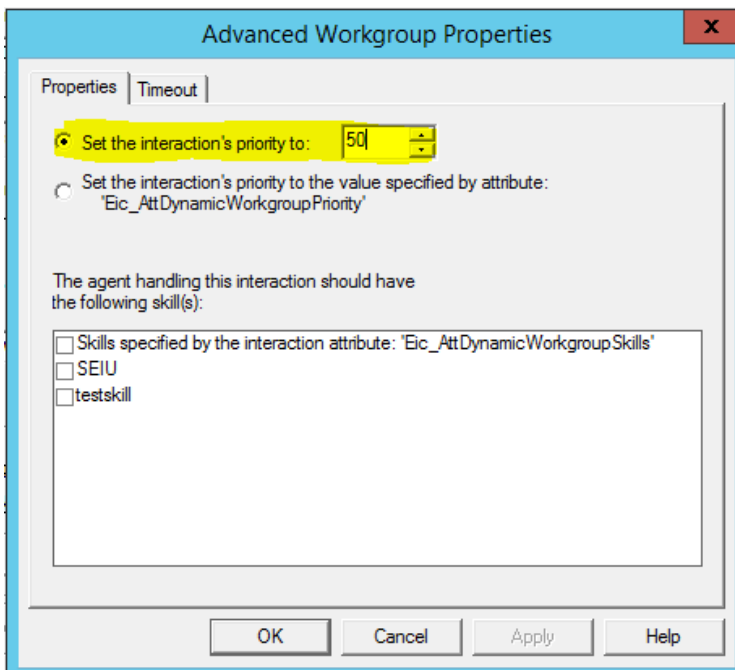
1. Open Interaction Attendant and locate a workgroup transfer step that transfers the interaction to a queue.



2. On the right side pane, scroll to the bottom and press the **Advanced Workgroup Settings...** button.



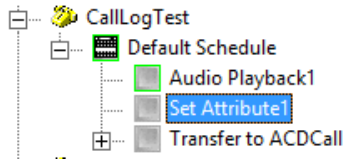
3. In this window, set the value of the priority to a specific numeric value.



Using attributes to set the value dynamically

You can set an attribute for the value of the priority dynamically through the call flow, dependent on other factors of the call.

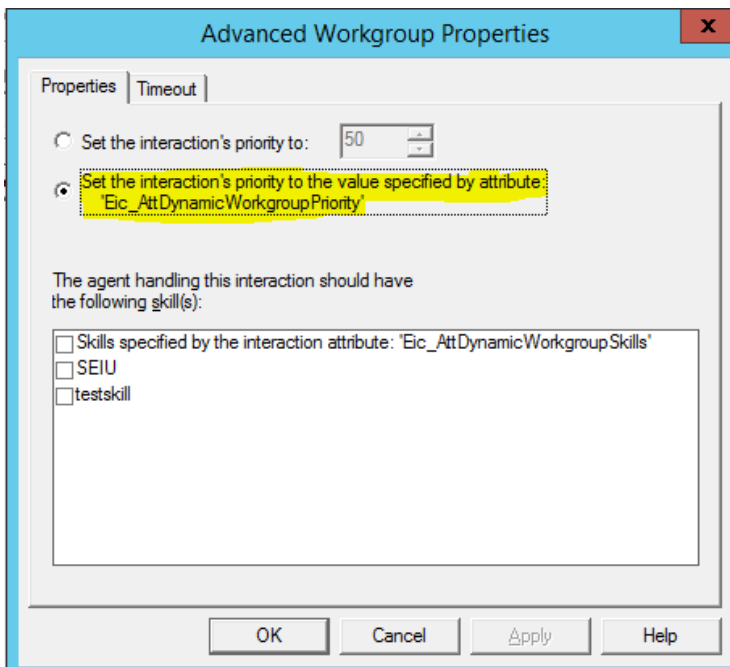
1. Create a Set Attribute node in a call flow.



2. On the right side pane, set the Attribute field to Eic_AttdynamicWorkgroupPriority and set the value to whatever number you specify.

A screenshot of the configuration fields for the 'Set Attribute' node. The 'Attribute:' field contains the text 'Eic_AttdynamicWorkgroupPriority' and the 'Value:' field contains the number '50'.

3. Open the workgroup transfer node and click **Advanced Workgroup Settings...** to open the Advanced Workgroup Properties dialog box.
4. Select the option for **Set the interaction's priority to the value specified by the attribute: 'Eic_AttdynamicWorkgroupPriority'**.



5. Publish the Attendant configuration.