

## Logic-based assignment routing

Logic-based assignment routing uses business criteria that you define to control when and by whom an assignment is processed in a case. By routing assignments to a specific user or group of users, you can help ensure that cases are resolved faster.

For example, you can route the assignment to a work queue when a case has a low priority and a recent create date, or route the assignment to a worklist when a case has a high priority.

You configure routing options when you add an assignment to a process in Case Designer. For each assignment, you can select a routing method and then define a set of conditions that must be met at run time. You can repeat this process to group multiple routing methods and conditions into a logical expression.

### Business logic

Route work based on these conditions

1 Action: Route to work queue Value\*: Review@doc

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When: Urgency is less than or equal to 50

AND Create Date/Time is before 8/31/2016 9:33 AM

2 Action: Route to operator Value\*: Manager@doc

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When: Urgency is greater than or equal to 50

+ Add condition

otherwise Action: Route to work queue Value\*: Default@doc

Cancel Submit

Example business logic for routing an assignment

You must select a routing method for the assignment to use when no conditions are met at run time.

## Related Content

- Pega Express: [Adding an assignment to a process](#)
- Pega 7.2.2: [Adding an assignment to a process](#)

- Pega 7.2.2: [Routing an assignment in a flow](#)