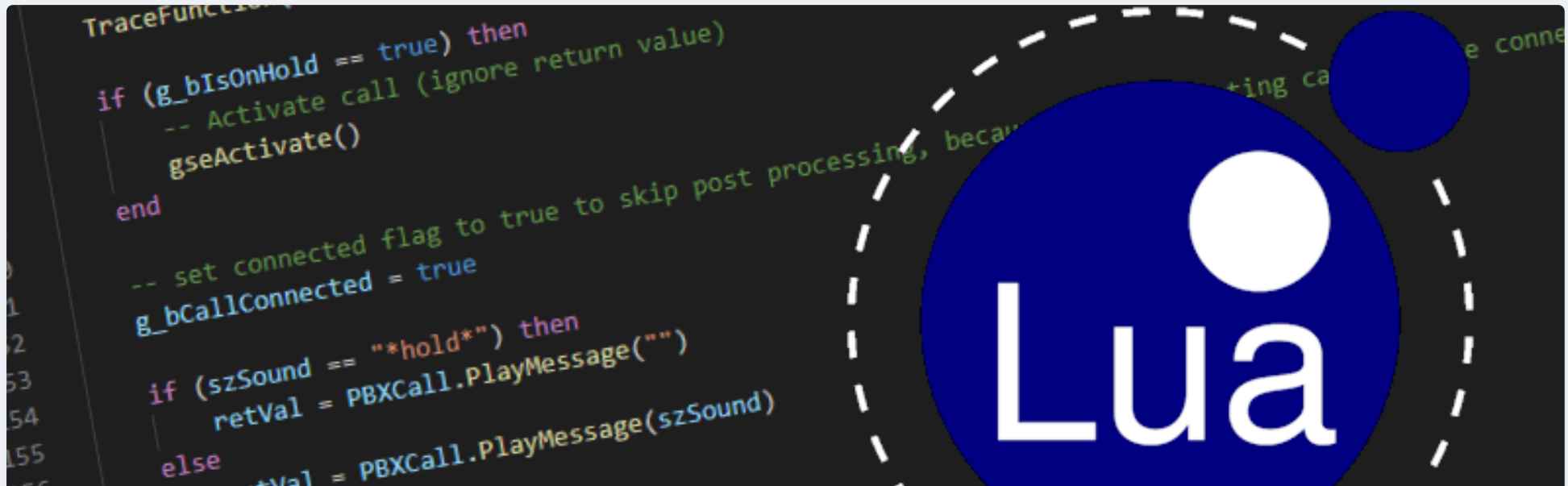


The Call Routing Guy

A blog by Tom Wellige in General

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#14: Lua is coming closer



Entry posted by Tom Wellige in Lua May 28, 2022
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VBScript

Lua

To give an early impression of the new Lua based call routing with SwyxWare, I have updated the

- [Zendesk Integration](#)

project here on Swyx Forum. It comes now with its full feature set for **VBScript based** call routing as well as for **Lua based** call routing.

Although the Lua based call routing is still in **BETA state** in SwyxWare **13.10** and should not be used in productive environments, you can use the new version to get an idea of Lua based call routing, how to handle web requests and how to handle Json formatted data. You will see, it really is easy.

To do so, just [download version 1.4.0](#) and take a look into the

```
Lua based\ase\Zendesk.lua
```

file from the download package. Of course, if you want to see how to handle web requests and Json formatted data in VBScript, you can do that as well. In this case just take a look into the

```
VBScript based\ase\Zendesk.vbs
```

file.

Btw, the new version of the **Zendesk Integration** project also comes with a new feature: automatically **open** a Zendesk ticket in an agent's web browser (taken what he has already a browser window opened in which he his logged in into his Zendesk account).

Enjoy!

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