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Service Management UI Help

Urs-stat

5/4/2025

Urs-stat

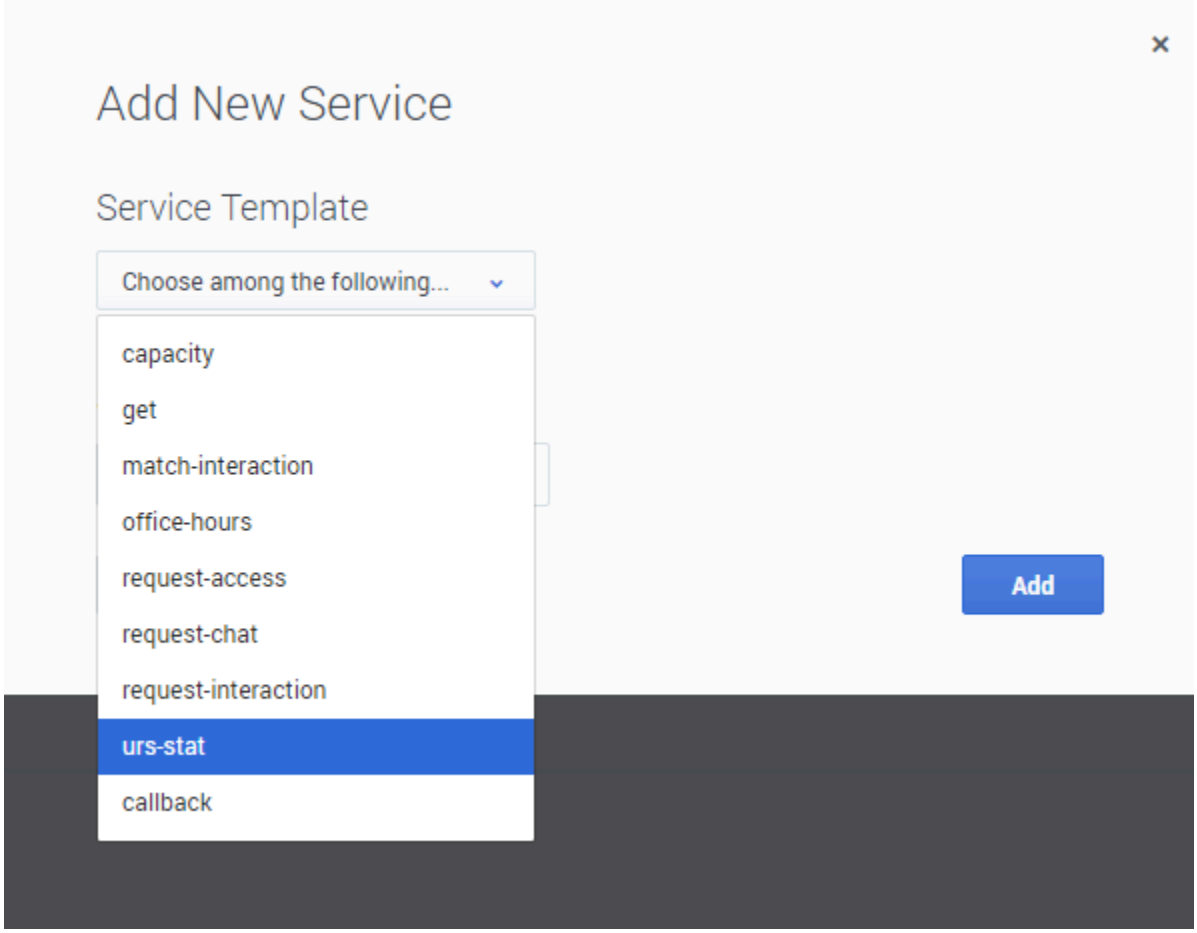
Type: builtin
Updated in: 8.5.109

Create a GMS built-in service using the **urs-stat** template that provides the following benefits:

- Statistics caching of the statistic to reduce load on URS. The `_caching_policy` parameter sets the cache period in seconds (see below).
- Load balancing and scaling across multiple GMS nodes.
- A single point of contact for your app.

Create a urs-stat Service

To create this GMS built-in service, select the **urs-stat** template when creating a new service.



Configure urs-stat parameters

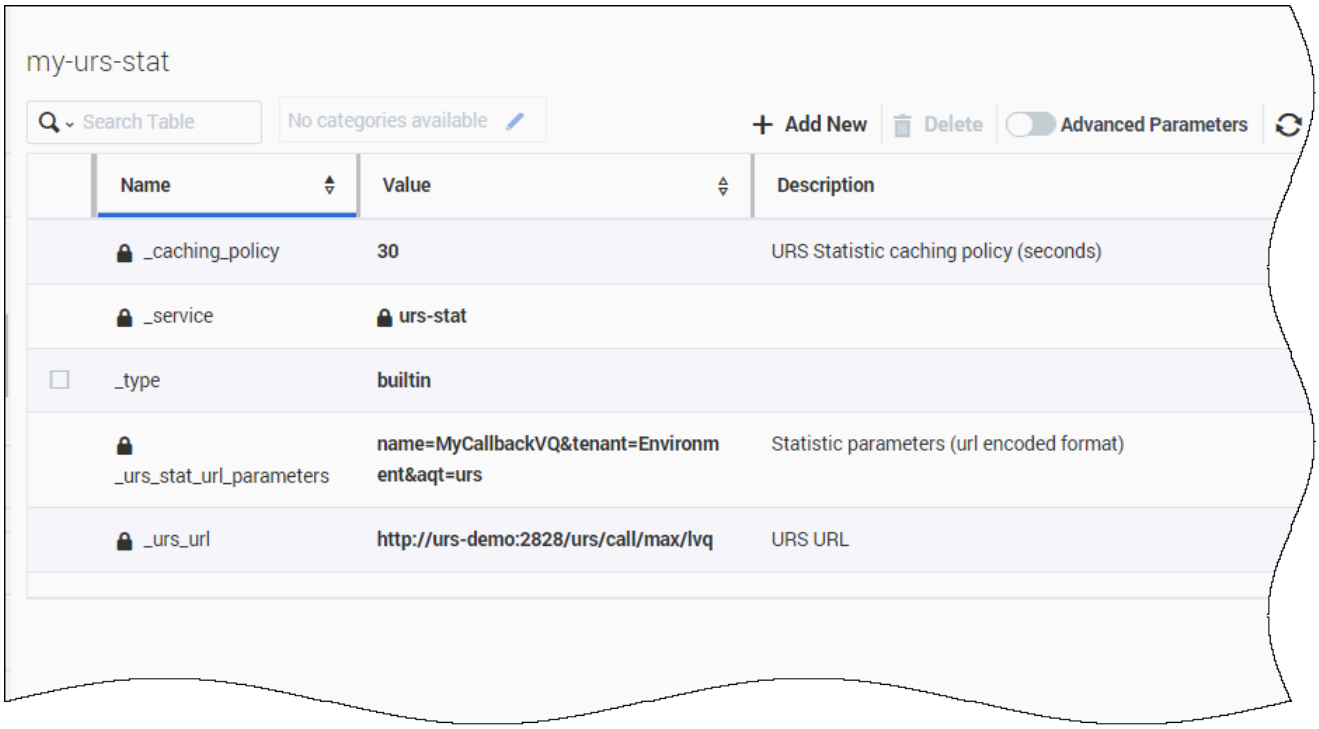
Configure the following parameters in your <name-of-urs-stat-service> service:

Option	Description
_urs_url	The URS URL formatted as follows: http://<urshost>:<ursport>/urs/call/max/lvq. This option can also point to the load balancer in front of the URS.
_urs_stat_url_parameters	Additional URS lvq input parameters (url-encoded format). For example: name=<VQ_Name>&tenant=<Tenant_Name>&aqt=urs
_caching_policy	URS Statistic caching policy in seconds.

For example:

```
_caching_policy=30 # Cache refresh time in seconds
_service=urs-stat
_type=builtin
_urs_stat_url_parameters=name=<VQ_Name>&tenant=<Tenant_Name>&aqt=urs
_urs_url=http://<urshost>:<ursport>/urs/call/max/lvq
```

Where: VQ_Name, Tenant_Name, urshost, and ursport match the environment and Callback service's Virtual Queue (VQ). The following screenshot shows the creation and configuration of the **my-urs-stat** service.



> **Important**
>
> The `_urs_url` option can point to the load balancer in front of the URS that should be configured as part of the GMS provisioning steps in that scenario.

Query EWT Using the urs-stat Service

The following query example shows the resulting response that you get when you call the service:

```
GET http://<gmshost>:<gmsport>/genesys/1/service/<name-of-urs-stat-service>

Response:
{ "wcalls" : 20, "wpos" : 21, "time" : 1467922222, "hit" : 95, "calls" : 20,
 "wt" : 0, "ewt" : 300, "pos" : 21, "aqt" : 300 }
```

> **Important**
>
> - The value of interest here is `ewt`: the time unit is seconds and can be a float value.

- An empty object will be returned if there is no activity for the VQ.

You can use a single service for multiple VQs by omitting the `_urs_stat_url_parameters` option from the service and including the value for that option (for example, name of virtual queue, tenant ID, or statistical method) in the HTTP request as follows:

```
http://<gmshost>:<gmsport>/genesys/1/service/<name-of-urs-stat-service>
?name=<one-of-the-callback-VQs>&tenant=<tenant-name>&aqt=urs
```

The URS stat service will append the content of the `_urs_stat_url_parameters` option and the HTTP request parameters to the URS query. To view additional URS `lvq` input parameters and output information, open a browser with URS running and run the help method for `lvq` as follows:

```
http://<urshost>:<ursport>/urs/help/call/lvq
```

The help method is described in the Universal Routing 8.1 Reference Manual, Appendix C, "Supported Methods."

If, for example, you set the following configuration for the `<name-of-urs-stat-service>` service:

```
_caching_policy=5
_service=urs-stat
_type=builtin
_urs_stat_url_parameters=scale=true&tenant=Environment&aqt=urs
_urs_url=http://<ursloadbalancer>:<ursport>/urs/call/max/lvq
```

You can can use this service for multiple VQs by specifying only the name of a virtual queue in the HTTP request as follows:

```
http://<gmshost>:<gmsport>/genesys/1/service/<name-of-urs-stat-service>
?name=<one-of-the-callback-VQs>
```