



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Widgets Reference

StatsService

Contents

- 1 StatsService
 - 1.1 Overview
 - 1.2 Usage
 - 1.3 Namespace
 - 1.4 Customization

StatsService

- [Configuration](#)
- [Localization](#)
- [API Commands](#)
- [API Events](#)

Overview

StatsService exposes a high-level API for utilizing Genesys Stats services. You can use these services to fetch estimated waiting time details for each channel like Chat, Callus, etc. and display it across the channels.

Usage

StatsService and Channel Selector widget works together right out of the box and display the Estimated Waiting Time details across the channels. Using Channel Selector uses StatsService.

You can also use StatsService as a high-level API with bus commands and events and integrate in your own widget.

Namespace

Stats Service plugin has the following namespaces tied-up with each of the following types.

Type	Namespace
Configuration	stats
CXBus - API Commands & API Events	StatsService

Customization

StatsService has no customization options. It is meant as a plug-n-play type of plugin and works as-is.