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Widgets Reference

Estimated Wait Time

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Estimated Wait Time

Estimated Wait Time (EWT) is displayed in the ChannelSelector, Callback and ClickToCall Widgets. These Widgets use the **getStats** command to fetch EWT data from the GMS or GES server. These servers support multiple API versions and this document will explain how to configure the **StatsService** plugin to utilize version that you require.

Use the **ewt.apiVersion** configuration option to specify the API version. Each version value corresponds to a particular API of GMS/GES. For all possible version values and their mapping, refer to the **description** section of the **ewt.apiVersion** configuration option.

Sample configuration:

```
_genesys.widgets.stats.ewt.apiVersion = <version value>
```

API Versions

v1

If **ewt.apiVersion** is configured to 'v1' (this is also the default value), the **ewt.dataURL** configured must be a valid **GMS 8.5.1 EWT API url**. If not, incorrect EWT may be displayed.

Depending on this API version, the **ewt.mode** configuration option can hold a set of predefined possible values for this version. They are 'urs', 'urs2' and 'stat', where 'urs2' is the default value if not specified.

Default Example

```
_genesys.widgets.stats = {  
  ewt: {  
    apiVersion: "v1"  
    dataURL: http://somedomain/genesys/1/service/ewt-for-vq  
    mode: "urs2"  
  }  
}
```

For the above configuration, the StatsService plugin will construct the relevant dataURL as shown below.

```
http://somedomain/genesys/1/service/ewt-for-vq?name=vq1&aqt=urs2
```

'vq1' is added to the URL via the **vqName** option passed into the **getStats** command.

v2

If `ewt.apiVersion` is configured to 'v2', the `ewt.dataURL` configured must be a valid [GMS 8.5.2 EWT API url](#). If not, incorrect EWT may be displayed. For this `apiVersion`, the possible values for `ewt.mode` are 'ewt1', 'ewt2' and 'ewt3'. 'ewt2' is the default value.

Example

```
_genesys.widgets.stats = {
  ewt: {
    apiVersion: "v2"
    dataURL: http://somedomain/genesys/2/ewt
    mode: "ewt2"
  }
}
```

For the above configuration, the StatsService plugin will construct the relevant dataURL as shown below.

`http://somedomain/genesys/2/ewt/ewt2?vq=vq1,vq2`

'vq1' and 'vq2' are added to the URL via the **vqName** option passed into the `getStats` command.

v3

If `ewt.apiVersion` is set to 'v3', the `ewt.dataURL` configured must be a valid [GES EWT API url](#). If not, incorrect EWT may be displayed. For this `apiVersion`, the possible values for `ewt.mode` are 'mode1', 'mode2' and 'mode3', where 'mode2' will be the default value if not specified.

Example

```
_genesys.widgets.stats = {
  ewt: {
    apiVersion: "v3"
    dataURL: http://somedomain/engagement/v3/estimated-wait-time
    mode: "mode2"
  }
}
```

For the above configuration, the StatsService plugin will construct the relevant dataURL as shown below.

`http://somedomain/engagement/v3/estimated-wait-time?virtual-queues=vq1,vq2&mode=mode2`

'vq1' and 'vq2' are added to the URL via the **vqName** option passed into the `getStats` command.

Where to look for EWT data

When the `getStats` command is called, it fetches the EWT data from either GMS/GES server based on the configuration. This response data is included in the `updated` event in a standard format as shown below. In this data format, the **ewt** section will contain the virtual queue name and the estimated

wait time as a key value pair. The **response** section contains the original raw data from the server and may vary between each server API.

```
{
  ewt: {
    "VQ_GMS_Callback_Out": 9.999 // consolidated standardized EWT data for each
virtual queue.
    "VQ_GMS_Callback": 5.12
    ...
  },
  response: { // Original raw data from GMS.
    "VQ_GMS_Callback_Out": {
      "time": 1506021728,
      "wt": 0,
      "calls": 0,
      "wcalls": 0,
      "pos": 1,
      "wpos": 1,
      "aqt": 9.999,
      "ewt": 9.999,
      "hit": 0
    },
    "VQ_GMS_Callback": {
      ...
    }
  }
}
```