Web Services and Applications Deployment Guide

Contact availability

5/10/2025

Contact availability

Your Web Services and Applications solution must meet the following requirements to enable contact availability for contact resources of type User in the Contacts API:

- Your environment must include a connection to Stat Server.

- You have enabled statistics monitoring.

- Your **statistics.yaml** file contains the following definitions:

```
---
#internal stats
name: CurrentTargetState
statisticDefinitionEx:
    category: CurrentTargetState
    mainMask: "*"
    subject: DNStatus
    dynamicTimeProfile: "0:00"
    intervalType: GrowingWindow
objectType: AGENT
notificationMode: IMMEDIATE
notificationFrequency: 0
---
name: CurrentAgentState
notificationFrequency: 0
notificationMode: IMMEDIATE
objectType: AGENT
statisticDefinitionEx:
    category: CurrentState
    mainMask: "*"
    subject: DNAction
```

- You have enabled multimedia channel states monitoring (optional).

- The contact must have a device assigned and be logged in; otherwise, Web Services does not include the availability subresource.