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Web Services and Applications Deployment Guide

Agent Group Availability (for Voice)

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Agent Group Availability (for Voice)

Your Web Services and Applications solution must meet the following requirements to enable Agents to view Agent Group availability for Voice in Team Communicator:

- Your environment must include a connection to Stat Server.
- **You have enabled statistics reporting.**
- Your **statistics.yaml** file contains the following definitions:

```
---
name: TransferAvailability_CurrentReadyAgents
notificationFrequency: 10
notificationMode: IMMEDIATE
objectType: VIRTUAL_AGENT_GROUP
statisticDefinitionEx:
  dynamicFilter: "MediaType=voice"
  category: CurrentNumber
  mainMask: WaitForNextCall
  subject: DNStatus
---
name: TransferAvailability_CurrentReadyAgents
notificationFrequency: 10
notificationMode: IMMEDIATE
objectType: AGENT_GROUP
statisticDefinitionEx:
  dynamicFilter: "MediaType=voice"
  category: CurrentNumber
  mainMask: WaitForNextCall
  subject: DNStatus
---
```