



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.

Workspace Desktop Edition Deployment Guide

Section routing-point-presence

12/17/2025

Section routing-point-presence

Contents

- **1 Section routing-point-presence**
 - 1.1 error-level
 - 1.2 statistic-name
 - 1.3 statistic-text
 - 1.4 warning-level

error-level

- Default Value: 10
- Valid Values: A positive integer or a double value.
- Changes take effect: When the application is started or restarted.
- Description: The `routingPointPresenceErrorLevel` value. The value at which the statistic is considered to be at the error level.

statistic-name

- Default Value: `CurrNumberWaitingCalls`
- Valid Values: The name of a statistic server statistic queue.
- Changes take effect: When the application is started or restarted.
- Description: The `routingPointPresenceStatisticName` value. The name of the statistic that is used to evaluate presence for queues.

statistic-text

- Default Value: `interaction(s) waiting`
- Valid Values: Letters A to Z and a to z. Numbers 0 through 9. The underscore and space characters.
- Changes take effect: When the application is started or restarted.
- Description: The `routingPointPresenceStatisticText` value. The text that is displayed next to the statistic value.

warning-level

- Default Value: 5
- Valid Values: A positive integer or a double value.
- Changes take effect: When the application is started or restarted.
- Description: The `routingPointPresenceWarningLevel` value. The value at which a statistic is considered to be at the warning level.