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Workspace Desktop Edition

queue-presence Section

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The queue presence options enable agents to view queue statistics information in Team Communicator. Refer to the [Enabling Team Communicator Calling Features](#) and [Enabling the E-Mail Channel](#) for information about how to use these options.

- [associated-object-ids](#)
- [associated-statistic-type](#)
- [error-level](#)
- [object-ids](#)
- [statistic-name](#)
- [statistic-text](#)
- [warning-level](#)

For information about how to use these options to configure Genesys Web Services functionality and behavior, refer to the [Workspace Desktop Edition Deployment Guide](#).

associated-object-ids

Default Value: No default value

Valid Values: A comma separated list of object identifiers that represent the objects that store the statistic requested from Stat Server

Changes Take Effect: When the application is started or restarted

A comma separated list of object identifiers that represent the objects that store the statistic requested from Stat Server that is displayed as the "presence metric" of the object displayed in Team Communicator.

The type of those objects must match the type specified by the value of the associated-statistic-type option.

If multiple values are specified by the value of the object-ids option, this option must contain the same number to associate the first object of object-ids with the first object of associated-object-ids, the second object of the object-ids with the second object of associated-object-ids and so on.

This option is applicable only if associated-statistic-type is also set.

associated-statistic-type

Default Value: No default value

Valid Values: Specifies the statistic type (from Stat Server reference) that is requested to display the presence metric

Changes Take Effect: When the application is started or restarted

Specifies the statistic type (from Stat Server reference) that is requested to display the presence metric when this metric is not calculated directly on the object displayed in Team Communicator, but on the objects referenced in option associated-object-ids.

This option is applicable only if associated-object-ids is also set.

error-level

Default Value: 10

Valid Values: An integer or a double value.

Changes Take Effect: When the application is started or restarted.

The value at which a statistic is considered to be at the upper threshold level.

object-ids

Default Value: No default value

Valid Values: A comma separated list of DN identifiers that represent Queue objects

Changes Take Effect: When the application is started or restarted

A comma separated list of DN identifiers that represent Queue objects presented in Team Communicator for which this presence metric is applicable.

Object identifier format is: <DN Number>@<Switch Name> This key is optional. If it is absent from the section, the presence metric applies to all Queue objects that don't have explicit presence metric assignment.

statistic-name

Default Value: CurrNumberWaitingCalls

Valid Values: A valid name of a statistic server statistic queue.

Changes Take Effect: When the application is started or restarted.

The name of the statistic used to evaluate presence for queues.

statistic-text

Default Value: interaction(s) waiting.

Valid Values: A string containing a valid time or number format according to Windows rules number format ([https://msdn.microsoft.com/en-us/library/8kb3ddd4\(v=vs.110\).aspx](https://msdn.microsoft.com/en-us/library/8kb3ddd4(v=vs.110).aspx)). For example: "interaction(s) Q4001 {0:HH:mm:ss} average waiting time" or "interaction(s) Q4001 {0}% abandoned".

Changes Take Effect: When the application is started or restarted.

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Specifies the formatting to be used to display the Stat Server metric used for the presence of the displayed object. If no valid format is found in the option, the display format of the Stat Server metric is set automatically to TimeFormat if a time metric is recognized, or Percentage if a percentage is recognized. If a number metric is recognized or if the type of metric is not recognized, then a raw number format is used.

warning-level

Default Value: 5

Valid Values: An integer or a double value.

Changes Take Effect: When the application is started or restarted.

The value at which a statistic is considered to be at the warning level.