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Reporting and Analytics Aggregates

agg-gim-thId-CHAT-ACC Section

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agg-gim-thld-CHAT-ACC Section

- **<media>**
- **default**

This section must be named either: **[agg-gim-thld-CHAT-ACC]** or **[agg-gim-thld-CHAT-ACC-<GIMAppObj>]** where **<GIMAppObj>** is the name of a configured Genesys Info Mart application within the same configuration environment.

For example:

[agg-gim-thld-CHAT-ACC-MyGIM]

The thresholds that you configure in this section affect metrics in the AGT_CHAT_AGENT and AGT_CHAT_AGENT_GRP tables.

<media>

Default Value: The value specified by the default option.

Valid Values: A value that exists in the Genesys Info Mart MEDIA_TYPE.MEDIA_NAME_CODE field.

Changes Take Effect: After restart

An option name that corresponds to a value that exists in the Genesys Info Mart table MEDIA_TYPE.MEDIA_NAME_CODE field.

default

Default Value: 15

Valid Values:

Changes Take Effect: After restart

Specifies the accept-duration-threshold, defining the amount of time, in seconds, that we expect a customer to wait for an agent.