GENESYS

Workspace Desktop Edition

Team Communicator Presence Options

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Team Communicator Presence Options

The following option groups enable agents to view queue, interaction queue, and routing point 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.

- interaction-queue-presence
- queue-presence
- routing-point-presence