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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.

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

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.

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: 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.

The text that is displayed beside the statistic value for queues.

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.