GENESYS™

Workspace Desktop Edition

routing-point-presence Section

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The routing point presence options enable agents to view 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.

- error-level
- 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*.

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 the presence for Routing Points.

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 displayed beside the statistic value.

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.