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Reporting and Analytics Aggregates

agg-gim-thld-CHAT-PARKING Section

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agg-gim-thld-CHAT-PARKING Section

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

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

For example:

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

The thresholds that you configure in this section affect metrics in the AGT_CHAT_STATS table.

<media>

Default Value: 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 the next run of aggregation.

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

default

Default Value: 28800

Valid Values: Valid values range from 1 to 2147483647

Changes Take Effect: After restart of the aggregation process

The threshold values that you configure in this section are used to count interactions based on whether they were in the parking queue for longer than the threshold value:

- If the amount of time that the interaction spent in the queue is equal to or less than the threshold value, it is counted in the metric SESSIONS_PARKED_SHORT
- If the amount of time that the interaction spent in the queue is greater than the threshold value, it is counted in the metric SESSIONS_PARKED_LONG