



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Stat Server User's Guide

Configuring VAGs

5/7/2025

Configuring VAGs

Procedure

From Genesys Administrator Extension:

1. Under **Configuration**, select **Accounts** module.
2. Open the Agent Group configuration object.
3. On the **Options** tab, create a section named virtual.
4. Within the section, create a new option named script.
5. Enter a valid expression as a value for this option.

An option value must contain the logical expression that defines one or more of the following:

- **Skills and skill levels valid for this group**, in the format:
`Skill("SkillName")=SkillLevel`
where `SkillName` is the actual name for a `Skill` configuration object; `SkillLevel` is an integer; and one of these operators defines the relationship between `SkillName` and `SkillLevel`: `=`, `!=`, `>=`, `<=`, `>`, `<`.
- **Skills valid for this group**, in the format:
`SkillExists("SkillName")`
where `SkillName` is the actual name for a `Skill` configuration object.
- **ACD queue numbers and switches valid for this group**, in the format:
`LoggedIn("QueueNumber@SwitchName")`
where `QueueNumber` is the directory number of an ACD queue and `SwitchName` is the name of the `Switch` configuration object to which this ACD queue belongs. No operators are required within this expression.
- **Switch names**, in the format:
`LoggedIn("SwitchName")`
where `SwitchName` is the name of a `Switch` configuration object.

Syntax elements, such as quotation marks and parentheses, are vital for criteria validity.

Stat Server first tries to validate the `LoggedIn` parameter against the name of switch objects in Configuration Server. If the switch name is in the `queue@switch` format (for example, `A@B`), Stat Server will not be able to report logged in status for queue A on switch B under the following conditions:

- Switch object B exists in the configuration.
- Switch object `A@B` exists in the configuration.
- Queue object A exists in the configuration, and it is defined on switch B.

To avoid this scenario, Genesys recommends that you not use the "@" symbol in the name of your switches.

Important

- You can define any number of logical expressions of either type as a value for the same option as long as these expressions are correctly joined by logical operators & (logical AND), | (logical OR), ~ (logical NOT), and (...) parentheses for changing logical operators' priorities.
- Do not manually add agents to a virtual agent group.

Examples

If the virtual agent group is meant for agents whose Spanish skill is higher than 5 and whose French skill is higher than 8, the value of the Skill option is:

```
Skill("Spanish")>5 & Skill("French")>8
```

If the group is meant for agents logged in ACD queue 5253 at the switch named DEFINITY, the option value is:

```
LoggedIn("5253@DEFINITY")
```

If the group is meant for agents logged in at the switch named DEFINITY, the option value is:

```
LoggedIn("DEFINITY")
```

If the group is meant for agents whose Spanish skill is higher than 5 and who are logged in ACD queue 5253 at the switch named DEFINITY, the option value looks like this:

```
Skill("Spanish")> 5 & LoggedIn("5253@DEFINITY")
```