Stat Server User's Guide

General Notes About Objects

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Queue DNs and Routing Points

Queue DN support is limited for some switches and environments. Please contact Genesys Customer Care for details. Routing points support much of the same statistics as do queues, although Stat Server generates actions for routing points based on a different set of events.

Groups of Queues and Routing Points

You can combine into groups DNs of the following types: `Routing Point`, `Queue`, `Virtual Routing Point`, `Virtual Queue`, and `Service Number`. You can include each DN in more than one group. A queue group object, `SObjectGroupQueues`, has the same set of statistics as a single queue or Routing Point object.