GENESYS™

Stat Server User's Guide

Supported Virtual Agent Group Definitions

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Supported Virtual Agent Group Definitions

Stat Server can provide statistics for a virtual group of agents. A group of agents is considered to be *virtual* if agents do not permanently belong to the group. Instead, Stat Server assigns an agent to the group when an agent meets the criteria specified by the virtual group's definition. Stat Server adds agents to, or removes them from, the group if agent parameters that affect eligibility change or if the specified criteria are modified.

You can view the members of the virtual group using CCPulse+, and Stat Server provides the same statistics for this virtual agent group as for a regular agent group.

Use logical expressions to define criteria for a virtual agent group. You can use a parameter defined for an agent in a function in the virtual group definition. As a function with a specific return value, a parameter can be compared with an integer constant or another function. The result of an elementary comparison can be used in a complex logical expression (&, |, ~).

Stat Server currently supports virtual group functionality with three types of agent parameters:

- A skill configured for an agent.
- An ACD queue to which an agent is logged in.
- A switch to which an agent is logged in.

You can simultaneously specify these types of parameters in an expression for a single virtual group.

If you remove the virtual agent group expression from the group's **Properties** dialog box, the group immediately becomes a regular agent group. Stat Server starts treating the group as a regular agent group and takes into account all Person configuration objects associated with this group in the Configuration Layer.

Agent Skill Functions

Configure a Skill object for an agent on the **Skills** tab of the **Persons** dialog box in Genesys Administrator Extension. You can use the Skill level as a value of the Skill function in the Virtual Group definition. For example, Skill can be "Spanish" with Level 8; this returns an integer value of 8 for a Spanish skill function.

When you fail to define a skill level for an agent, the Skill expression returns the Unknown value.

When Stat Server reads configuration data from Configuration Server, it identifies the agents with the skills and levels of skills that satisfy the expression specified in the **Virtual Agent Group Properties** dialog box. Stat Server treats these agents, if they belong to the same Tenant object, as belonging to the virtual group. Stat Server updates the Group object, whenever you modify the agent skill or the logical expression.

ACD Queue Functions

Stat Server receives a notification from T-Server that an agent has logged in and identifies to which ACD Queue the agent logged in. The ACD Queue number could be used as a value of the `LoggedIn` function in the Virtual Group definition. For example, an agent can log into an ACD Queue whose number is 5253; this returns a `true` value for this agent if ACD Queue number 5253 is defined in the `LoggedIn` function for a Virtual Queue.

Keep in mind that:

- Because DN numbers are not unique in a configuration with multiple switches, the ACD queue number must be accompanied by the switch name to make an expression unique.

- When an ACD queue number is unknown for an agent, the `LoggedIn` expression returns a `false` value.

When Stat Server receives an agent login notification, it determines whether the agent satisfies the `LoggedIn` expression specified in the **Virtual Agent Group Properties** dialog box. Stat Server treats the agents that logged in to the specified queue at the specified switch as belonging to the virtual group. Stat Server updates the Group object as soon as the agent logs out or the logical expression is modified.

Switch Functions

If an agent belonging to a virtual agent group is logged in to a switch, and a client requests the agent's `LoggedIn` status on that switch, Stat Server returns the value `true`. Agent login to a particular queue on that switch is unnecessary.