

GENESYS

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

Virtual Agent Groups

Virtual Agent Groups

Concepts of a Virtual Agent Group and explains on how to configure it are provided in the following articles:

- Supported Virtual Agent Group Definitions
- Configuring Virtual Agent Groups

Stat Server User's Guide 2