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IRD to Composer Migration

Statistical Function Migration

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Statistical Function Migration

The table below describes how migration is handled for IRD Functions in the Statistical category as defined in the *Universal Routing 8.1.x Reference Manual*.

Function Name	Functional Module Mapping	Automatic Migration?	Update Required?	Comments/Manual Steps Required
CallsDistributed	Not supported _genesys.stat.sData() with CallsDistributed statistic Not supported			
CallsEntered	Not supported irdCallEntered()			
CallsWaiting	Not supported _genesys.stat.sData() with CallsWaiting statistic			
ClearThresholds	_genesys.queue.clearThresholds()			
DistributedPercentage	Not supported _genesys.stat.sData() with DistributedPercentage statistic			
DistributedWaitingTime	Not supported _genesys.stat.sData() with DistributedWaitingTime statistic			
GetAvgStatData	_genesys.stat.getAvgData()			
GetMaxStatData	_genesys.stat.getMaxData()			
GetMinStatData	_genesys.stat.getMinData()			
InVQWaitTime	Not supported _genesys.stat.sData() with InVQWaitTime statistic			
NotDistributedPercentage	Not supported _genesys.stat.sData() with NotDistributedPercentage statistic			
NotDistributedWaitingTime	Not supported _genesys.stat.sData() with NotDistributedWaitingTime			

Function Name	Functional Module Mapping	Automatic Migration?	Update Required?	Comments/ Manual Steps Required
	statistic			
PositionInQueue	Not supported _genesys.stat.sData() with PositionInQueue statistic			
ResetStatAdjustment	_genesys.queue.resetAdjustment()			
SData	_genesys.stat.sData()Auto			
SetStatAdjustment	_genesys.queue.resetAdjustment()			
SetStatUpdate	SCXML State Block	Manual		Use <delay send> in the SCXML State Block
SetThresholdEx	Not Supported as a function	Manual		Define a global variable/property which contains the global threshold used for target selection. This can then be used on any Target or Route Interaction block. This is not an exact workaround but is a close approximation and can be ignored in favor of the blocks that expose the threshold capability.
UseCapacity	_genesys.queue.useCapacity()			