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Genesys Administrator Extension Help

Statistical Tables

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Statistical Tables

Statistical Tables are groups of **Statistical Days** that represent statistically modeled performances of **Agent Groups** over a calendar period of up to one year. Call-processing applications can use Statistical Tables to provide load balancing between Agent Groups when the real-time statistics for those groups are unavailable.

Viewing Statistical Tables

The **Statistical Tables** list shows the Statistical Tables that are in your environment. It is sorted in a hierarchy by Tenants, configuration units, sites, and folders. To view objects by a particular hierarchy, select the hierarchy type in the drop-down menu above the list.

Important

Statistical Tables that are disabled appear grayed out in the list.

Configuration Manager respects tenancy permission settings. You can access only those objects that you have been granted permissions and privileges to access.

You can filter the contents of this list in two ways:

- Type the name or partial name of an object in the **Quick Filter** field.
- Click the cube icon to open the **Tenant Directory** filter panel. In this panel, click the Tenant that you want to select. Use the **Quick Filter** field in this panel to filter the Tenant list.

You can sort the items in the list by clicking a column head. Clicking a column head a second time reverses the sort order. You can add or remove columns by clicking **Select Columns**.

To select or de-select multiple objects at once, click **Select**.

Working With Statistical Tables

To create a new Statistical Table object, click **New**. To view or edit details of an existing object, click the name of the object, or click the check-box beside an object and click **Edit**. To delete one or more objects, click the check-box beside the object(s) in the list and click **Delete**. You can also delete individual objects by clicking on the object and then clicking **Delete**. Otherwise, click **More** to perform the following tasks:

- **Clone**—Copy a Statistical Table.
- **Move To**—Move a Statistical Table to another **hierarchical structure**.

- Enable or disable Statistical Tables.
- Create a folder, configuration unit, or site. See [Object Hierarchy](#) for more information.

Click the name of a Statistical Table to view additional information about the object. You can also set [options](#) and [permissions](#), and view [dependencies](#).

Procedure: Creating Statistical Table Objects

Steps

1. Click **New**.
2. Enter the following information. For some fields, you can either enter the name of a value or click **Browse** to select a value from a list:
 - **Name**—The name of the Statistical Table. You must specify a value for this property, and that value must be unique within the Configuration Database (in an enterprise environment) or within the Tenant (in a multi-tenant environment).
 - **Type**—The type of Statistical Table. Once you set the value, you cannot change it. The five types of Statistical Tables are:
 - Capacity Table—The call-processing applications compare the values specified in the **Intervals** list of the Statistical Days object.
 - Quota Table—The call-processing applications compare the **Minimum**, **Maximum**, and **Target** values specified in the Statistical Days object.
 - Special Day Table—The call-processing applications can identify certain days (for example, holidays).
 - Variable Rate Contract Table—The call-processing applications calculate the interaction cost based on forecasted volume, and a rate for that volume.
 - Volume Contract Table—The call-processing applications calculate the interaction cost based on a predefined call cost or agent cost.
 - **Tenant**—In a multi-tenant environment, the Tenant to which this object belongs. This value is automatically set to the Tenant that was specified in the **Tenant Directory** field in the object list.
 - **State Enabled**—If selected, indicates that the object is in regular operating condition and can be used without any restrictions.
3. Click **Apply** to save the new Statistical Table.
4. If this Statistical Table is of any type other than a Variable Rate Contract Table, it will contain one or more Statistical Days. For each Statistical Day that you want to add to this Statistical Table:
 - a. Click the **Statistical Days** tab and click **Add**.
 - b. Navigate to the appropriate folder, if necessary, and do one of the following:

- To add an existing Statistical Day to this Table, select it from the list of Statistical Days.
 - To add a new Statistical Day to this Table, click + to **create the Statistical Day** in this folder and then select it from the list.
5. After you have finished creating the Statistical Table, do one of the following:
- Click **Save** to accept the changes and return to the list of Statistical Tables.
 - Click **Apply** to accept the changes and return to the **General** tab of this Statistical Table.
 - Click **Cancel** to discard the changes.