Widgets Reference

StatsService

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Overview

StatsService exposes a high-level API for utilizing Genesys Stats services. You can use these services to fetch estimated wait time details for each channel like Chat, Callus, etc. and display it across the channels.

Usage

StatsService and Channel Selector widget works together right out of the box and display the Estimated Wait Time details across the channels. Using Channel Selector uses StatsService.

You can also use StatsService as a high-level API with bus commands and events and integrate in your own widget.

Namespace

Stats Service plugin has the following namespaces tied-up with each of the following types.

Type	Namespace
Configuration	stats
CXBus - API Commands & API Events	StatsService

Customization

StatsService has no customization options. It is meant as a plug-n-play type of plugin and works as-is.