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Web Services and Applications Configuration Guide

Contact Center Statistics

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Contact Center Statistics

Workspace Web Edition provides the following options for managing Contact Center Statistics:

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statistics.agent-groups

- Default Value: *An empty string*
- Valid Values: A comma-separated list of Agent Group or Virtual Agent Group identifiers.
- Changes take effect: When the session is started or restarted.
- Description: Defines the list of agent groups and virtual agent groups that are displayed in the Contact Center Statistics tab. If empty, no agent groups or virtual agent groups are displayed. If set to a list and none of the groups in the list match an existing group, no agent groups or virtual agent groups are displayed.

statistics.displayed-statistics

- Default Value: *An empty string*
- Valid Values: A comma-separated list of Statistic names.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the statistics that are displayed in the Statistics Gadget. Each statistics specified in this option is the name of a section containing the statistic definition or the statistic object.

statistics.gadget-statistics

- Default Value: *An empty string*
- Valid Values: A comma-separated list of section names containing statistics.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the statistics that are displayed in the Statistics Gadget. Each statistic specified by this option is the name of a section containing the statistic definition or the statistic object. You can also create sections that define groups of statistics.

statistics.gadget-statistics.max-size

- Default Value: 10
- Valid Values: Any integer from 0 to 50.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the maximum number of statistics that are displayed in the Statistics Gadget. If more statistics are specified by the statistics.gadget-statistics option, only the first *n* statistics are displayed.

statistics.queue-groups

- Default Value: *An empty string*
- Valid Values: A comma-separated list of Queue Group identifiers.
- Changes take effect: When the session is started or restarted.
- Description: Defines the list of queue groups that are displayed in the Contact Center Statistics tab. If

empty, no queue groups are displayed. If set to a list and none of the queue groups in the list match an existing queue group, no queue groups are displayed.

statistics.refresh-time

- Default Value: 20
- Valid Values: A positive integer
- Changes take effect: When the session is started or restarted.
- Description: Defines, in seconds, how often statistics are refreshed in the **Contact Center Statistics** tab. When set to 0, no automatic refresh occurs. The user should manually refresh statistics.

statistics.routing-points

- Default Value: *An empty string*
- Valid Values: A comma-separated list of routing point identifiers.
- Changes take effect: When the session is started or restarted.
- Description: Defines the list of routing points that are displayed in the Contact Center Statistics tab. If empty, no routing points are displayed. If set to a list and none of the routing points match an existing routing point, no routing points are displayed.

statistics.virtual-queues

- Default Value: *An empty string*
- Valid Values: A comma-separated list of Virtual Queue identifiers.
- Changes take effect: When the session is started or restarted.
- Description: Defines the list of virtual queues that are displayed in the Contact Center Statistics tab. If empty, no virtual queues are displayed. If set to a list and none of the virtual queues in the list match an existing virtual queue, no virtual queues are displayed.

statistics-values.columns.enable-sorting

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Specifies whether columns in Contact Center Statistics tab can be sorted.