

## **GENESYS**<sup>®</sup>

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## Web Services and Applications Deployment Guide

Agent Group Availability (for Voice)

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## Agent Group Availability (for Voice)

Your Web Services and Applications solution must meet the following requirements to enable Agents to view Agent Group availability for Voice in Team Communicator:

- Your environment must include a connection to Stat Server.
- You have enabled statistics reporting.
- Your **statistics.yaml** file contains the following definitions:

```
- - -
name: TransferAvailability_CurrentReadyAgents
notificationFrequency: 10
notificationMode: IMMEDIATE
objectType: VIRTUAL_AGENT_GROUP
statisticDefinitionEx:
     dynamicFilter: "MediaType=voice"
     category: CurrentNumber
    mainMask: WaitForNextCall
     subject: DNStatus
- - -
name: TransferAvailability_CurrentReadyAgents
notificationFrequency: 10
notificationMode: IMMEDIATE
objectType: AGENT GROUP
statisticDefinitionEx:
    dynamicFilter: "MediaType=voice"
     category: CurrentNumber
    mainMask: WaitForNextCall
    subject: DNStatus
```