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Web Services and Applications Deployment Guide

Contact availability

4/11/2025

Contact availability

Your Web Services and Applications solution must meet the following requirements to enable contact availability for **contact resources** of type User in the **Contacts API**:

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

```
---
#internal stats
name: CurrentTargetState
statisticDefinitionEx:
  category: CurrentTargetState
  mainMask: "*"
  subject: DNStatus
  dynamicTimeProfile: "0:00"
  intervalType: GrowingWindow
objectType: AGENT
notificationMode: IMMEDIATE
notificationFrequency: 0
---
name: CurrentAgentState
notificationFrequency: 0
notificationMode: IMMEDIATE
objectType: AGENT
statisticDefinitionEx:
  category: CurrentState
  mainMask: "*"
  subject: DNAction
```

- **You have enabled multimedia channel states monitoring (optional).**
- The contact must have a device assigned and be logged in; otherwise, Web Services does not include the availability subresource.