



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Web Services and Applications Deployment Guide

Agent Group Availability (for Voice)

# 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
---
```