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Workspace Desktop Edition Deployment Guide

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Section interaction-queue-presence

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error-level

- Default Value: 10
- Valid Values: A positive integer or a double value.
- Changes take effect: When the application is started or restarted.
- Description: The value at which a statistic is considered to beat the upper threshold level.

statistic-name

- Default Value: CurrNumberWaitingCalls
- Valid Values: A valid name of a statistic server statistic queue.
- Changes take effect: When the application is started or restarted.
- Description: The name of the statistic that is used to evaluate presence for Routing Points.

statistic-text

- Default Values: interaction(s) waiting
- Valid Value: Letters A to Z and a to z. Numbers 0 through 9. The underscore and space characters.
- Changes take effect: When the application is started or restarted.
- Description: The text that is displayed beside the statistic value.

warning-level

- Default Value: 5
- Valid Values: A positive integer or a double value.
- Changes take effect: When the application is started or restarted.
- Description: The value at which a statistic is considered to be at the warning level.