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Workspace Desktop Edition Deployment Guide

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Section 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 `queuePresenceErrorLevel` value. The value at which a statistic is considered to be at the upper threshold level.

statistic-name

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

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 `queuePresenceStatisticText` value. The text that is displayed next to 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 `queuePresenceWarningLevel` value. The value at which a statistic is considered to be at the warning level.