



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.

Workspace Desktop Edition Deployment Guide

Statistics Options

4/14/2025

Statistics Options

Contents

- **1 Statistics Options**
 - **1.1 Statistics**

Statistics

statistics.displayed-statistics

- Default Value: ""
- Valid Values: A comma-separated list of Statistic names.
- Changes take effect: When the application is started or restarted.
- Description: Specifies the statistics that are displayed in the Contact Center Statistics tab. The statistics specified by this option match the names of the statistics defined in the options of the Application sections.

statistics.queues

- Default Value: ""
- Valid Values: A comma-separated list of queue identifiers in the following format: (<queueNumber>@<switchName>)
- Changes take effect: When the application is started or restarted.
- Description: Specifies the list of queues for which queue statistics are calculated. List of queues can be set through a variable: \$AGENT.LOGINQUEUE\$ (the queue on which the agent logged in), \$AGENTGROUP.ORIGINATIONDNS\$ (the queue that is set as the origination DN in the agent groups to which this agent belongs).

statistics.refresh-time

- Default Value: 10
- Valid Values: An integer value greater than 0.
- Changes take effect: When the application is started or restarted.
- Description: Defines the frequency of notification, in seconds, for statistics.

statistics.routing-points

- Default Value: ""
- Valid Values: A comma-separated list of Routing Point identifiers in the following format: (<routingPointNumber>@<switchName>)
- Changes take effect: When the application is started or restarted.
- Description: Specifies the list of routing points for which routing point statistics are calculated.