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Workspace Desktop Edition Deployment Guide

Section Object Statistic Name

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Section Object Statistic Name

Each Object Statistic (contact center statistic) that you want to define and use must have its own section defined in the Workspace Application object in the Configuration Database.

Tip

Object Statistics are not part of the XML metadata file because they are not composed of fixed section names.

Defining a Object Statistic section

Use Genesys Administrator Extension to define a new section at the level at which you want the Object Statistic to be displayed. Use the Object Statistic name as the name of the section. Define the values that are to be displayed for the Object Statistic as the Options and Values of the section. Refer to the Table - **Mandatory and Optional Options for Object Statistics Section** for a list of the mandatory and optional options that you can define for each Object Statistic.

Mandatory and Optional Options for Object Statistics Section

Option	Value description	Mandatory
description	The value must be the display name for the statistic. It is displayed in the Workspace statistics list. If this option is not defined (empty), the value of the statistic-name option is displayed instead.	No
error-level-high	Values above this value result in an error state for the statistic.	No
error-level-low	Values below this value result in an error state for the statistic.	No
filter	The value must be the filter for the statistic calculation. This should correspond to an option name that is defined by the Filters section of Statistics Server.	No
long-description	The value must be a complete description of the statistic. It is displayed as a tooltip in the Workspace interface.	No
object-id	The value must be the ID of the object that requests this statistic. The format of a queue object - id is: <QueueName>@<SwitchName> The format of a routing point	No

Option	Value description	Mandatory
	object-id is:<RPName>@<SwitchName>	
period	The value must be the period for the statistic calculation. This should correspond to an option name that is defined by the TimeProfiles section of Statistics Server.	No
refresh-time	The value must be the length of time, in seconds, between each update request from Statistics Server.	No
statistic-name	The value must be the name of the Statistic as defined in the Statistics Server options.	Yes
statistic-type	The value must be the type of the object—such as Queue, RoutePoint, or GroupQueues—as defined for the Object Statistic in Statistics Server.	Yes
time-range	The value must be the time range for the statistic calculation. This should correspond to an option name that is defined by the TimeRanges section of Statistics Server. Time ranges are used to calculate certain statistics such as those that specify a percentage.	No
time-range2	The value must be the secondary time range for the statistic calculation. This should correspond to an option name that is defined by the TimeRanges section of Statistics Server. Time ranges are used to calculate certain statistics such as those specify a percentage.	No
warning-level-high	Values above this value result in an error state for the statistic.	No
warning-level-low	Values below this value result in an error state for the statistic.	No

Setting the Warning and Error levels

Workspace provides four non-mandatory options that you can use to define low and/or high levels of warning and error.

Some statistics are in an error state when they are below a certain value, while others are in an error state when they are above a certain value; for some statistics both a lower error threshold and a

higher error threshold are required. The following non-mandatory options enable you to set a low and high threshold for a statistic:

- `error-level-low`--Values below this value result in an error state for the statistic.
- `error-level-high`--Values above this value result in an error state for the statistic.

Some statistics are in a warning state when they are below a certain value, while others are in a warning state when they are above a certain value; for some statistics both a lower warning threshold and a higher warning threshold are required. The following non-mandatory options enable you to set a low and high threshold for a statistic:

- `warning-level-low`--Values below this value result in an error state for the statistic.
- `warning-level-high`--Values above this value result in an error state for the statistic.

Use the error and warning options to specify ranges that are most suitable for the statistic.

Displaying Object Statistics

Workspace enables you to display the Object Statistics that you have defined on the Application object at one or more of the following levels:

- **Application level** -- Display Object Statistic to all agents
- **Tenant level** -- Display Object Statistic to all the agents of the Tenant
- **Agent Group level** -- Display Object Statistic to all the agents of the Agent Group
- **Agent level** -- Display Object Statistic to the agent

To display an Object Statistic at a specific level, define and configure the `statistics.displayed-statistics` option in the `interaction-workspace` section of the level. The value of this option is a comma-separated list of Object Statistic sections that are to be displayed.

The Figure - **Sample section defined in Genesys Administrator Extension for the Workspace Application object** provides an example of a statistic section that is defined on the Workspace Application object.

The screenshot shows the GAX Configuration interface. The breadcrumb path is Home > Applications > Applications > 8. Desktops GIS AIL > Interaction_Workspace_851 Properties. The left sidebar contains menu items: General, Connections, Options, Permissions, Dependencies, and Application Options (circled). The main content area is titled 'Application Options' and contains a table with columns for Name and Section. The table lists various statistics under two sections: CCStat-QAI and CCStat-QAWT. The 'CCStat-QAI' section is circled, and the 'statistic-name' row is also circled.

<input type="checkbox"/>	Name	Section
<input type="checkbox"/>	CCStat-QAI \ statistic-...	CCStat-CurrAgentLoggedInQ...
<input type="checkbox"/>	▼ CCStat-QAI	
<input type="checkbox"/>	CCStat-QAI \ description	CCStat-QAI
<input type="checkbox"/>	CCStat-QAI \ error-level-high	CCStat-QAI
<input type="checkbox"/>	CCStat-QAI \ object-id	CCStat-QAI
<input type="checkbox"/>	CCStat-QAI \ statistic-name	CCStat-QAI
<input type="checkbox"/>	CCStat-QAI \ statistic-type	CCStat-QAI
<input type="checkbox"/>	CCStat-QAI \ warning-level-high	CCStat-QAI
<input type="checkbox"/>	▼ CCStat-QAWT	
<input type="checkbox"/>	CCStat-QAWT \ description	CCStat-QAWT
<input type="checkbox"/>	CCStat-QAWT \ error-level-high	CCStat-QAWT
<input type="checkbox"/>	CCStat-QAWT \ object-id	CCStat-QAWT
<input type="checkbox"/>	CCStat-QAWT \ statistic-name	CCStat-QAWT
<input type="checkbox"/>	CCStat-QAWT \ statistic-type	CCStat-QAWT
<input type="checkbox"/>	CCStat-QAWT \ warning-level-high	CCStat-QAWT

Section Object Statistic Name

Sample section defined in Genesys Administrator Extension for the Workspace Application object

Tip

For the most up to date Workspace Desktop Edition configuration options, see the [Genesys Configuration Option Database](#).