GENESYS™

Web Services and Applications

routing-point-presence Section

4/21/2025

routing-point-presence Section

You can specify Genesys Web Services presence statistics to be displayed in Team Communicator when transferring, conferencing, or consulting a call through a Routing Point. The statistics enable agents to know the availability of targets on each Routing Point.

- associated-object-ids
- associated-object-type
- error-level

- object-ids
- statistic-name
- statistic-text

- warning-level

Important

For information about how to use these options to configure Genesys Web Services functionality and behavior, refer to the *Web Services and Applications 9.0.0 Configuration Guide*.

associated-object-ids

Default Value: No default value
Valid Values: A comma separated list of DN identifiers that represent Routing Point objects.
Changes Take Effect: After the next platform configuration refresh interval.
Introduced: 9.0.000.67

Specifies a comma separated list of object identifiers that represent the objects that store the statistic requested from Genesys Web Services that is displayed as the "presence metric" of the object displayed in Team Communicator.

The type of those objects must match the type specified by the value of the **associated-object-type** option.

If multiple values are specified by the value of the **object-ids** option, this option must contain the same number to associate the first object of **object-ids** with the first object of **associated-object-ids**, the second object of the **object-ids** with the second object of **associated-object-ids** and so on.

This option is applicable only if **associated-object-type** is also set.

associated-object-type

Default Value: No default value
Valid Values: A valid Genesys Web Services statistic type.
Changes Take Effect: After the next platform configuration refresh interval.
Introduced: 9.0.000.67

Specifies the statistic type (from Genesys Web Services) that is to display the presence metric when this metric is not calculated directly on the object displayed in Team Communicator, but on the objects referenced in by the **associated-object-ids** option.

error-level

Default Value: No default value
Valid Values: A positive integer or a double value.
Changes Take Effect: After the next platform configuration refresh interval.
Introduced: 9.0.000.67

Specifies the value at which a statistic is considered to be at the error level.

object-ids

Default Value: No default value
Valid Values: A comma separated list of DN identifiers that represent Routing Point objects.
Changes Take Effect: After the next platform configuration refresh interval.
Introduced: 9.0.000.67

Specifies a comma separated list of DN identifiers that represent Routing Point objects to be displayed in Team Communicator for which this presence metric is applicable.

The object identifier format is: <DN Number>@<Switch Name>.

If this option is not specified in the section, the presence metric applies to all Routing Point objects that don't have an explicit presence metric assigned.

statistic-name

Default Value: AverageWaitingTime
Valid Values: A valid "name" value of a Genesys Web Services statistic for a routing point.
Changes Take Effect: After the next platform configuration refresh interval.
Introduced: 9.0.000.67

The 'name' value of the Genesys Web Services statistic used to evaluate the presence for Routing Points. Genesys Web Services statistics can be found in the **Statistics_Definitions.cfg** file in the IP.

statistic-text

Default Value: $I18n.AverageWaitingTime$
Valid Values: One of these two predefined constants, $I18n.AverageWaitingTime$ or $I18n.NumberInteractionsWaiting$, or, a string containing a valid Windows rules format time or number.
Changes Take Effect: After the next platform configuration refresh interval.
Introduced: 9.0.000.67

Specifies the formatting to be used to display the Routing Point presence statistic in Team Communicator. If no valid format is specified, **TimeFormat** is used if a time metric is recognized or **Percentage** if a percentage metric is recognized. If a **Number** metric is recognized or if the metric type is not recognized, then a raw number format is used.
You can specify one of the two predefined constants, **$I18n.AverageWaitingTime$** or **$I18n.NumberInteractionsWaiting$**, or a string containing a valid Windows rules time or number format. For example: "interaction(s) Q4001 {0:HH:mm:ss} average waiting time" or "interaction(s) Q4001 {0}% abandoned". Refer to: https://msdn.microsoft.com/en-us/library/8kb3ddd4(v=vs.110).aspx
The two predefined constants can be used to enable localization:

- **$I18n.AverageWaitingTime$** for "{0:HMM:ss} average waiting time"

- **$I18n.NumberInteractionsWaiting$** for "{0} interaction(s) waiting"

Use the **statistic-text** option to display text beside the presence icon.

warning-level

Default Value: No default value
Valid Values: A positive integer or a double value.
Changes Take Effect: After the next platform configuration refresh interval.
Introduced: 9.0.000.67

Specifies the value at which a statistic is considered to be at the warning level.