

# **GENESYS**

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# Configuration Layer Objects Reference Guide

CfgStatDay

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# CfgStatDay

## Description

A  $Statistical\ Day$  is a numerically-expressed workload that a particular Agent Group is expected to handle during a particular business day.

## Filter Keys

Filter Name	Туре	Description
tenant_dbid	int	A unique identifier of a tenant. If specified, Configuration Server will return information only about the days that are defined within this tenant.
table_dbid	int	A unique identifier of a stat table. If specified, Configuration Server will return information only about the days that are defined within this table.
state	int	Current state of a stat day (see CfgObjectState). If specified, Configuration Server will return information only about stat days that are currently in this state.
dbid	int	A unique identifier of a day. If specified, Configuration Server will return information only about this day.
name	string	Name of a day. Shall be specified as a character string. If specified, Configuration Server will return information only about the day(s) with that name.
statday_type	int	Type of a stat day (see CfgStatDayType). If specified, Configuration Server will return information only about stat days have this type.

#### Attributes

- DBID An identifier of this object in the Configuration Database. Generated by Configuration Server and is unique within an object type. Identifiers of deleted objects are not used again. Read-only.
- tenantDBID A unique identifier of the Tenant that this day is defined for. Mandatory. Once specified, cannot be changed.
- name A pointer to the name of the day. Mandatory. Must be unique within the tenant.
- isDayOfWeek Indicator of whether this day is identified as a day of week (CFGTrue) or a day of year (CFGFalse). Mandatory. Once specified, cannot be changed. The parameter is ignored if value of parameter date is specified. Refer to CfgFlag.
- day Day's number. If isDayOfWeek is set to CFGTrue, the allowable range is from 1 to 7 (where 1 stands for Sunday). If isDayOfWeek is set to CFGFalse, the allowable range is from 1 to 366 and -1 (where 1 stands for January 1 and -1 stands for any day). Mandatory. Once specified, cannot be changed. The parameter is ignored if value of parameter date is specified.
- startTime Start of business time of day measured in minutes from 00:00. Cannot be negative and can not be greater than 1440.
- endTime End of business time of day measured in minutes from 00:00. Cannot be negative and can not be greater than 1440. If set to be less than the setting for startTime, implies the time of the next calendar day (night shift).
- minValue Minimum statistical value for the day. Cannot be negative.
- maxValue Maximum statistical value for the day. Cannot be negative or less than the setting for minValue.
- targetValue Target statistical value for the day. Cannot be less than the setting for minValue or greater than the setting for maxValue.
- intervalLength Statistical interval in minutes. Must be a multiple of five. Once specified, cannot be changed. Recommended to be set to 15 by default.
- statIntervals A pointer to the list of the structures of CfgStatInterval type that associate intervals with certain statistical values.
  - When used as an entry in CfgDeltaStatDay, it is a pointer to a list of structures of type CfgStatInterval added to the existing list.
- state Current object state. Mandatory. Refer to CfgObjectState.
- userProperties A pointer to the list of user-defined properties. Parameter userProperties has the following structure: Each key-value pair of the primary list (TKVList \*userProperties) uses the key for the name of a user-defined section, and the value for a secondary list, that also has the TKVList structure and specifies the properties defined within that section.
- date Day of specific year calculated since 00:00:00 GMT Jan 1, 1970 measured in seconds. Once specified, cannot be changed. If value is specified the values of parameters isDayOfWeek and day must be ignored.
- type Statistical Day type. Refer to CfgStatDayType.
- useFlatRate Flag determining whether flatRate (CFGTrue) should be selected. Refer to CfgFlag.
- flatRate Amount to be charged for processing the forecast volume of interactions.

#### Comments

Deletion of Stat Day X will cause the following events set out in the order of arrival:

- Modification of statDayDBIDs of all stat tables that included Stat Day X
- Deletion of Stat Day X

#### XML Representation

#### Tip

This XML was created using the Configuration Server 7.5 schema.

```
<CfgStatDay>
        <DBID value="105" />
        <tenantDBID value="101" />
        <name value="az" />
        <isDayOfWeek value="1" />
        <day value="303" />
        <startTime value="480" />
        <endTime value="1020" />
        <minValue value="0" />
        <maxValue value="100" />
        <targetValue value="50" />
        <intervalLength value="15" />
        <statIntervals>
                <CfgStatInterval>
                        <intervalCount value="1" />
                        <statValue1 value="22" />
                        <statValue2 value="2" />
                        <statValue3 value="2" />
                         <statValue4 value="0" />
                </CfgStatInterval>
        </statIntervals>
        <state value="1" />
        <userProperties>
                <list_pair key="Property">
                        <str_pair key="key" value="value" />
                </list_pair>
        </userProperties>
        <date value="0" />
<type value="2" />
        <useFlatRate value="1" />
        <flatRate value="0" />
</CfgStatDay>
```

# See Also

CfgDeltaStatDay

 ${\it CfgStatTable}$