

GENESYS

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Configuration Layer Objects Reference Guide

CfgStatTable

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CfgStatTable

Description

Statistical Tables are groups of Statistical Days that represent statistically-modeled performances of Agent Groups over a calendar period of up to one year.

Call-processing applications can use Statistical Tables to provide load balancing between Agent Groups when the real-time statistics for those groups are unavailable.

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 tables that are defined within this tenant.
table_type	int	Type of the table. If specified, Configuration Server will return information only about the tables of this type.
group_dbid	int	A unique identifier of a group. If specified, Configuration Server will return information only about the tables assigned to this group.
state	int	Current state of a stat table (see CfgObjectState). If specified, Configuration Server will return information only about tables that are currently in this state.
dbid	int	A unique identifier of a table. If specified, Configuration Server will return information only about this table.
name	string	Name of a table. Shall be specified as a character string. If specified, Configuration Server will return information only about the table(s) with that name.
stat_day_dbid	int	A unique identifier of a stat day. If specified, Configuration Server will return information only about the tables containing this stat

Filter Name	Туре	Description
		day.

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 table is defined for. Mandatory. Once specified, cannot be changed.
- name A pointer to the name of the table. Mandatory. Must be unique within the tenant.
- type Type of stat table. Once specified, cannot be changed. Refer to CfgStatTableType.
- statDayDBIDs A pointer to the list of identifiers of the Statistical Days that constitute the table.
 When used as an entry in CfgDeltaStatTable (see below), it is a pointer to a list of days 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.
- waitThreshold The time the Universal Routing Server can wait until the corresponding resources become available.
- flatRate A flat rate measured in cost units.
- agentHourlyRate The hourly rate for an agent. This value is used only for Variable Rate Contracts.
- useFlatRate Flag determining whether flatRate (CFGTrue) or agentHourlyRate (CFGFalse) should be selected. Refer to CfgFlag.

Comments

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

- Modification of capacityTableDBID or quotaTableDBID of all agent groups that were associated with Stat Table X
- Modification of capacityTableDBID or quotaTableDBID of all place groups that were associated with Stat Table X
- Modification of capacityTableDBID or quotaTableDBID of all DN groups that were associated with Stat Table X
- Deletion of Stat Table X

XML Representation

Tip

This XML was created using the Configuration Server 7.5 schema.

See Also

CfgDeltaStatTable

CfgStatDay