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Stat Server User's Guide

Configuring Virtual Agent Groups

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Configuring Virtual Agent Groups

Procedure

From Genesys Administrator Extension:

1. Under **Configuration**, select **Accounts** module.
2. Open the Agent Group configuration object.
3. On the **Options** tab, create a section named virtual.
4. Within the section, create a new option named script.
5. Enter a valid expression as a value for this option.

An option value must contain the logical expression that defines one or more of the following:

- **Skills and skill levels valid for this group**, in the format:
`Skill("SkillName")=SkillLevel`
where `SkillName` is the actual name for a `Skill` configuration object; `SkillLevel` is an integer; and one of these operators defines the relationship between `SkillName` and `SkillLevel`: `=`, `!=`, `>=`, `<=`, `>`, `<`.
- **Skills valid for this group**, in the format:
`SkillExists("SkillName")`
where `SkillName` is the actual name for a `Skill` configuration object.
- **ACD queue numbers and switches valid for this group**, in the format:
`LoggedIn("QueueNumber@SwitchName")`
where `QueueNumber` is the directory number of an ACD queue and `SwitchName` is the name of the Switch configuration object to which this ACD queue belongs. No operators are required within this expression.
- **Switch names**, in the format:
`LoggedIn("SwitchName")`
where `SwitchName` is the name of a Switch configuration object. Note that `LoggedIn("SwitchName")` is not supported for eServices switches.

Syntax elements, such as quotation marks and parentheses, are vital for criteria validity.

Stat Server first tries to validate the `LoggedIn` parameter against the name of switch objects in Configuration Server. If the switch name is in the `queue@switch` format (for example, `A@B`), Stat Server will not be able to report logged in status for queue A on switch B under the following conditions:

- Switch object B exists in the configuration.
- Switch object `A@B` exists in the configuration.
- Queue object A exists in the configuration, and it is defined on switch B.

To avoid this scenario, Genesys recommends that you not use the "@" symbol in the name of your

switches.

Important

- You can define any number of logical expressions of either type as a value for the same option as long as these expressions are correctly joined by logical operators & (logical AND), | (logical OR), ~ (logical NOT), and (...) parentheses for changing logical operators' priorities.
- Do not manually add agents to a virtual agent group.

Examples

If the virtual agent group is meant for agents whose Spanish skill is higher than 5 and whose French skill is higher than 8, the value of the Skill option is:

```
Skill("Spanish")>5 & Skill("French")>8
```

If the virtual agent group is meant for agents whose Spanish skill is higher than 5 or whose French skill is higher than 8, the value of the Skill option is:

```
Skill("Spanish")>5 | Skill("French")>8
```

If the virtual agent group is meant for agents logged in ACD queue 5253 at the switch named DEFINITY, the option value is:

```
LoggedIn("5253@DEFINITY")
```

If the virtual agent group is meant for agents logged in at the switch named DEFINITY, the option value is:

```
LoggedIn("DEFINITY")
```

If the virtual agent group is meant for agents whose Spanish skill is higher than 5 and who are logged in ACD queue 5253 at the switch named DEFINITY, the option value looks like this:

```
Skill("Spanish")> 5 & LoggedIn("5253@DEFINITY")
```

Important

Recommended limit on the number of VAGs to maintain optimal Stat Server performance should be no more than 2000.