

JavaScript Customization options for T98

Note: these are compatible with **v19.0.10+**

<pre>CSQ_SUMMARY = [{name:'Paul', csqlist: ['Sales','Dev'] }, {name: 'Net Sup', csqlist: ['Network Support']}];</pre>	<p>To summarize the queues in the Queue Table - vertical widget. If configured, only this list will be shown, ensure all CSQ's referenced are added to the wallboard</p>
<pre>TOTAL_SUMMARY = true;</pre>	<p>To add a Total Summary row in the Queue Table - vertical widget</p>
<pre>SUMMARY_ONLY = true;</pre>	<p>To only have a Summary row in the Queue Table - vertical widget</p>
<pre>gsQueueTableHeaders.csqName = 'CSQ'; gsQueueTableHeaders.callsWaiting = 'Calls Wait';</pre>	<p>To override column headers in the Queue Table - vertical widget. (see doc "T98 - Column Headers on Queue Table")</p>
<pre>sorting.gsQueueTable = ['-callsHandled','csqName'];</pre>	<p>To sort the Queues in the Queue Table - vertical widget. Specify the datasource name[s] and prefix with a - for descending order.</p>
<pre>thresholds.gsQueueTable = { availableAgents: { type: 'lt', rules: [[1,'color: red'],[4,'background-color: orange']] }, }</pre>	<p>To configure thresholds in the Queue Table - vertical widget. (see doc "T98 - Thresholds on Queue Table")</p>
<pre>thresholds.gsAgents = { 'Not Ready - Meeting': { type: 'gte', rules: [[3600,'background-color: orange'],[7200, 'background-color: red']] }, 'In Use': { type: 'gte', rules: [[600, 'background-color: red']] } };</pre>	<p>To set thresholds on the Agents table, these styles are applied to the row. You can use i.e. 'Not Ready' to catch all, or specify individual ones with the ReasonCode like 'Not Ready - Meeting'</p>
<pre>thresholds.gsGosSummary = { gosSummaryValue: { type: 'lt', rules: [[88,'background-color: red']] } }</pre>	<p>To configure thresholds on the GOS Summary widget</p>
<pre>thresholds.gsArSummary = { arSummaryValue: { type: 'lt', rules: [[88,'background-color: red']] } }</pre>	<p>To configure thresholds on the Abandonment Rate Summary widget</p>

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<pre>thresholds.gsQueueSummary = { totalCallsWaiting: { type: 'gt', rules: [[2,'background-color: red']] } }</pre>	<p>To configure thresholds on the Queue Summary widget</p>
<pre>thresholds.gsOldestContact = { oldestContact: { type: 'gt', rules: [[30000,'background-color: red']] } }</pre>	<p>To configure thresholds on the Oldest Queue Summary widget</p>
<pre>GOS_LOWER_THAN_THRESHOLD_ORANGE = 90; GOS_LOWER_THAN_THRESHOLD_RED = 85; QUEUED_GREATER_THAN_THRESHOLD_ORANGE = 0; QUEUED_GREATER_THAN_THRESHOLD_RED = 1; OLDEST_GREATER_THAN_THRESHOLD_ORANGE = 15000; OLDEST_GREATER_THAN_THRESHOLD_RED = 30000;</pre>	<p>These are the default thresholds for the Queue Table - vertical widget. The thresholds.gsQueueTable settings can/will override these if they are set for the same dataSource.</p>
<pre>IFRAME_SRC = 'https://www.youtube.com/embed/4993sBLazGA?autoplay=1';</pre>	<p>The iFrame source for the Iframe windows widget.</p>
<pre>GRID_SIZE=5;</pre>	<p>To override the grid (default is 12 (x12))</p>
<pre>INCLUDE_EMAIL_WIDGET = true; EMAIL_QUEUES = 'Test1,Test2'; EMAIL_QUEUES_ALIAS = 'ChatQueue1'; EMAIL_HIGHER_THAN_THRESHOLD_ORANGE = 10; EMAIL_HIGHER_THAN_THRESHOLD_RED = 20;</pre>	<p>To enable the email widget, this relies on the microservices to be installed on the server. Queues to show, optional aliases and 2 threshold settings.</p>
<pre>INCLUDE_CHAT_WIDGET = true; CHAT_QUEUES = 'ChatQueue1,ChatQueue2'; CHAT_QUEUES_ALIAS = 'Q 1,Q 2'; CHAT_HIGHER_THAN_THRESHOLD_ORANGE = -1; CHAT_HIGHER_THAN_THRESHOLD_RED = 20;</pre>	<p>To enable the chat widget, this relies on the microservices to be installed on the server. Queues to show, optional aliases and 2 threshold settings.</p>
<pre>USE_WEBSOCKET = false;</pre>	<p>If websockets need to be disabled, default is true</p>
<pre>SHOW_GOS_SUMMARY = true;</pre>	<p>To show a GOS summary instead of all (default) individual GOS bars in the Grade Of Service widget</p>
<pre>ATEA_SPECIAL = '#SHOW_LOGGED_OUT#';</pre>	<p>To show logged out agents in the Agents table widget</p>

Column Headers on T98 Queue Table

In the UAW Admin system, go to Wallboard Text Formatting for your selected wallboard, Custom Javascript section

Add the following to configure a new column header for Calls Waiting:

```
gsQueueTableHeaders.callsWaiting = 'Calls Wait';
```

Explanation:

1. callsWaiting is the datasource that needs an alternative column header (see below for a list of datasources) and Calls Wait is the new column header.
2. You can add multiple column headers like so, each on a new line

```
gsQueueTableHeaders.someDatasource = 'Some Header';
```

List of available data sources and default column headers:

- csqName Queue
- callsWaiting Depth
- oldestContact Oldest
- avgWaitDuration Avg Wait
- gos GOS
- talkingAgents Talk
- availableAgents Avail
- totalCalls Total
- callsHandled Handld
- callsAbandoned Abndnd
- callsDequeued Deq
- longestWait Longest

Thresholds on T98 Queue Table

In the UAW Admin system, go to Wallboard Text Formatting for your selected wallboard, Custom Javascript section

If no configuration exists, add the following to configure thresholds for Calls Waiting and Agents Available:

```
thresholds.gsQueueTable = {
  callsWaiting: {
    type: 'gt',
    rules: [[1,'color: orange;'],[4,'color: orange;'],[6, 'background-color: red;']]
  },
  availableAgents: {
    type: 'lt',
    rules: [[1,'background-color: red;'],[4,'color: orange;']]
  },
}
```

Explanation:

1. callsWaiting is the datasource that needs to be checked (see below for a list of datasources)
2. Type: 'gt' this is the type of comparison, greater than in this case (see below for a list)
3. Rules: [[value, style],[value2, style2]...] these are the threshold rules and the style that need to be applied. They are value-style pairs (comma separated) where the value is a number and the style is a CSS style string
[1,'color: orange;'] means if the current value is greater than 1 then the font color will be orange,
[6, 'background-color: red;'] means if the current value is greater than 6 then the background color (of the cell) will be red.
4. Every rule needs to be enclosed in [] and all rules combined need to be separated by a comma and enclosed in another []
5. The first match in the rules will be applied, they will be sorted by values based on lt/lt/gt/gte type (ascending for lower than, descending for greater than)
6. There is not really a limit on the number of rules, but try to keep this to the minimum required
7. You can apply multiple styles like so: [1,'color: red; background-color: blue;']
8. You can add multiple datasources like so without the //comments (the datasources are case sensitive!)

```
someDatasource: {           // the dataSource name (see below) and {
  type: 'xy',                // the threshold type (see below) and ,
  rules: [[val1,style1]]    // the rules (see above)
},                           // the closing } and ,
```

List of types:

- lt (lower than)
- lte (lower than or equal)
- gt (greater than)
- gte (greater than or equal)
- eq (equal)

List of available data sources:

- callsWaiting
- oldestContact (value in milliseconds)
- avgWaitDuration (value in milliseconds)
- gos
- talkingAgents
- availableAgents
- totalCalls
- callsHandled
- callsAbandoned

Thresholds on T98 Queue Table

- abandonmentRate
- callsDequeued
- longestWait (value in milliseconds)
- asa (value in milliseconds)