Manage your Contact Center in Agent Setup

Statistics options

6/1/2026

Manage your Contact Center in Agent Set

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- Administrator

Configure general statistics options in Agent Setup.

Related documentation:

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In the **Statistics** section of the **Contact Center Settings** page, you can configure the following options:

- **Default Statistics displayed** specifies the statistics displayed in the Agent Workspace menu bar. The statistic specified by this option is the name of a section containing the statistic definition or the statistic object.

- **Refresh Time** defines the frequency of notification (in seconds) for statistics.

- **Time for Statistics Reset** specifies the time that you want agent and call center statistics to be reset in Agent Workspace. Indicate the time using UTC time in 24-hour format. For example, PDT midnight is 7AM in UTC and should be specified as 7:00.

- **Maximum quantity of Gadget Statistics displayed** specifies the quantity of statistics displayed.

Contents

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While Designer handles most routing tasks, you manage your routing points and virtual queues in Agent Setup.

Related documentation:
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Routing Point

Number	Alias	Type	Switch
/+14046094516	+14046094516.us-west-1	Routing Point	us-west-1
/Customer22-30/Route Points/+140460945...		Routing Point	ap-southeast-2
/Customer22-30/Route Points/+140460945...		Routing Point	ap-southeast-2
/+14046094551	+14046094551.us-west-1	Routing Point	us-west-1
/Customer22-30/Route Points/+151264013...		Routing Point	ap-southeast-2
/Customer22-30/Route Points/+151264013...		Routing Point	us-west-1
/16508925011		Routing Point	us-west-1
/16508925012		Routing Point	us-west-1

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The **Routing Manager** section on the **Contact Center Settings** allows you to view your **Routing Points** and your **Virtual Queues**, as well as create **DN Groups** for both.

In the **Routing Point** and **Virtual Queue** sections, the **Alias** name for each line is editable; however all other fields are read only.

You can also filter both lists by **Number**, **Alias**, or **Switch**.

DN Groups

In the **DN Groups** section, you can group your Routing Points and Virtual Queues for display in Real-time Reporting with Genesys Pulse and to simplify the on-boarding of new agent and business groups.

To create a new DN group, select an existing Folder or create a new one, enter the DN group name, and select the group type before clicking **Add**.

Once you have created a new DN group, select it from the list and begin adding DNs (directory numbers) to the group. You can add DNs by dragging and dropping, selecting one or more and clicking **Add**, or by clicking on the arrow that pops up when you hover over an available DN. You can remove a DN from a group by clicking the **X** that pops up when you hover over that DN.