SkillGroup Object

The SkillGroup object provides developers using the CTI OS Client Interface Library with an interface to Skill Group properties and data. The SkillGroup is mainly a representation used for accessing statistics, which you can enable or disable via method calls to the SkillGroup object. The SkillGroups are accessible directly from the Session object or the Agent object.

The SkillGroup object methods can be accessed as follows:

- Via the Agent object inside the Session in Agent mode

- Via the Agent object inside the Session in Monitor mode

- In C++, Java, and .NET, via the session object inside the session in Monitor mode when the special SkillGroupStats filter is set. For more information about code examples related to the special SkillGroupStats filter, see Skill Group Statistics in Chapter 8.

Properties

The following table lists the available SkillGroup properties.

Note   The data type listed for each keyword is the standardized data type discussed in the section CTI OS CIL Data Types in CIL Coding Conventions For more information about the appropriate language specific types for these keywords, see Table 1.

Table 1: SkillGroup Properties

Keyword	Type	Description
SkillGroupNumber	INT	The optional, user-defined number of the SkillGroup from the Peripheral.
SkillGroupID	STRING	The system-assigned identifier of the SkillGroup, if available.
SkillGroupName	STRING	The Unified ICM SkillGroupName of the SkillGroup, if available.
SkillGroupState	INT	Values representing the current state of the associated agent with respect to the indicated Agent SkillGroup.
ClassIdentifier	INT	Value represents SkillGroup class.

To access statistics, first use GetValue on the SkillGroup object to obtain the Statistics Arguments array, then use GetValue to obtain the desired value.

Note   Not all the statistics values listed in the above table are present in every system configuration. Whether a particular statistic value is available depends on both the protocol version of CTI Server with which CTI OS connects and on the peripheral on which the agent resides. The statistics listed in Table 2: SkillGroup Statistics, on page 2 are available in Protocol Version 8 of CTI Server.

One very important real-time skillgroup statistic is the number of calls currently in queue. Previously, this value was provided in CallsQNow. Now the number of calls currently in queue is stored in RouterCallsQNow.

Statistics

The following table lists the available SkillGroup statistics.

Table 2: SkillGroup Statistics

Statistic	Definition
AgentsLoggedOn	Number of agents that are currently logged on to the SkillGroup.
AgentsAvail	Number of agents for the SkillGroup in Available state ready to take calls.
AgentsNotReady	Number of agents in the Not Ready state for the SkillGroup.

Statistic	Definition
AgentsReady	Number of agents that are in work state (TALKING, HELD, WORK_READY, AVAILABLE, or RESERVED). This statistic is used by the router to determine the number of working agents in the SkillGroup when estimating the expected delay. It is the difference between AgentsLoggedOn and AgentsNotReady. Reference AgentsAvail to get the number of agents that are available to take calls right now.
AgentsTalkingIn	Number of agents in the SkillGroup currently talking on inbound calls.
AgentsTalkingOut	Number of agents in the SkillGroup currently talking on outbound calls.
AgentsTalkingOther	Number of agents in the SkillGroup currently talking on internal (not inbound or outbound) calls.
AgentsWorkNot Ready	Number of agents in the SkillGroup in the Work Not Ready state.
AgentsWorkReady	Number of agents in the SkillGroup in the Work Ready state.
AgentsBusyOther	Number of agents currently busy with calls assigned to other SkillGroups.
AgentsReserved	Number of agents for the SkillGroup currently in the Reserved state.
AgentsHold	Number of calls to the SkillGroup currently on hold.
AgentsICM Available	Number of agents in the SkillGroup currently in the ICMAvailable state.
AgentsApplication Available	Number of agents in the SkillGroup currently in the Application Available state.
AgentsTalkingAutoOut	Number of calls to the SkillGroup currently talking on AutoOut (predictive) calls.
AgentsTalking Preview	Number of calls to the SkillGroup currently talking on outbound Preview calls.
AgentsTalking Reservation	Number of calls to the SkillGroup currently talking on agent reservation calls.
RouterCallsQNow**	The number of calls currently queued by the CallRouter for this SkillGroup. This field is set to 0xFFFFFFFF when this value is unknown or unavailable.

Statistic	Definition
LongestRouterCallQNow**	The queue time, in seconds, of the currently Unified ICM call router queued call that has been queued to the SkillGroup the longest. This field is set to 0xFFFFFFFF when this value is unknown or unavailable.
CallsQNow*	The number of calls currently queued to the SkillGroup. This field is set to 0xFFFFFFFF when this value is unknown or unavailable.
CallsQTimeNow*	The total queue time, in seconds, of calls currently queued to the SkillGroup. This field is set to 0xFFFFFFFF when this value is unknown or unavailable.
LongestCallQNow*	The queue time, in seconds, of the currently queued call that has been queued to the SkillGroup the longest. This field is set to 0xFFFFFFFF when this value is unknown or unavailable.
AvailTimeTo5	Total seconds agents in the SkillGroup were in the Available state.
LoggedOnTimeTo5	Total time, in seconds, agents in the SkillGroup were logged in.
NotReadyTimeTo5	Total seconds agents in the SkillGroup were in the Not Ready state.
AgentOutCallsTo5	Total number of completed outbound ACD calls made by agents in the SkillGroup.
AgentOutCallsTalk TimeTo5	Total talk time, in seconds, for completed outbound ACD calls handled by agents in the SkillGroup. The value includes the time spent from the call being initiated by the agent to the time the agent begins after call work for the call. The time includes hold time associated with the call.
AgentOutCallsTimeTo5	Total handle time, in seconds, for completed outbound ACD calls handled by agents in the SkillGroup. The value includes the time spent from the call being initiated by the agent to the time the agent completes after call work time for the call. The time includes hold time associated with the call.
AgentOutCallsHeldTo5	The total number of completed outbound ACD calls agents in the SkillGroup have placed on hold at least once.
AgentOutCallsHeldTimeTo5	Total number of seconds outbound ACD calls were placed on hold by agents in the SkillGroup.
HandledCallsTo5	The number of inbound ACD calls handled by agents in the SkillGroup.
HandledCallsTalk TimeTo5	Total talk time in seconds for Inbound ACD calls counted as handled by agents in the SkillGroup. Includes hold time associated with the call.

Statistic	Definition
HandledCallsAfter CallTimeTo5	Total after call work time in seconds for Inbound ACD calls counted as handled by agents in the SkillGroup.
HandledCallsTime To5	Total handle time, in seconds, for inbound ACD calls counted as handled by agents in the SkillGroup. The time spent from the call being answered by the agent to the time the agent completed after call work time for the call. Includes hold time associated with the call.
IncomingCallsHeldTo5	The total number of completed inbound ACD calls agents in the SkillGroup placed on hold at least once.
IncomingCallsHeldTimeTo5	Total number of seconds completed inbound ACD calls were placed on hold by agents in the SkillGroup.
InternalCallsRcvdTo5	Number of internal calls received by agents in the SkillGroup.
InternalCallsRcvd TimeTo5	Number of seconds spent on internal calls received by agents in the SkillGroup.
InternalCallsHeldTo5	The total number of internal calls agents in the SkillGroup placed on hold at least once.
InternalCallsHeld TimeTo5	Total number of seconds completed internal calls were placed on hold by agents in the SkillGroup.
AutoOutCallsTo5	Total number of AutoOut (predictive) calls completed by agents in the SkillGroup.
AutoOutCallsTalk TimeTo5	Total talk time, in seconds, for completed AutoOut (predictive) calls handled by agents in the SkillGroup. The value includes the time spent from the call being initiated to the time the agent begins after call work for the call. The time includes hold time associated with the call.
AutoOutCallsTime To5	Total handle time, in seconds, for completed AutoOut (predictive) calls handled by agents in the SkillGroup. The value includes the time spent from the call being initiated to the time the agent completes after call work time for the call. The time includes hold time associated with the call.
AutoOutCallsHeld To5	The total number of completed AutoOut (predictive) calls that agents in the SkillGroup have placed on hold at least once.
AutoOutCallsHeld TimeTo5	Total number of seconds AutoOut (predictive) calls were placed on hold by agents in the SkillGroup.
PreviewCallsTo5	Total number of outbound Preview calls completed by agents in the SkillGroup.

Statistic	Definition
PreviewCallsTalk TimeTo5	Total talk time, in seconds, for completed outbound Preview calls handled by agents in the SkillGroup. The value includes the time spent from the call being initiated to the time the agent begins after call work for the call. The time includes hold time associated with the call.
PreviewCallsTime To5	Total handle time, in seconds, for completed outbound Preview calls handled by agents in the SkillGroup. The value includes the time spent from the call being initiated to the time the agent completes after call work time for the call. The time includes hold time associated with the call.
PreviewCallsHeld To5	The total number of completed outbound Preview calls that agents in the SkillGroup have placed on hold at least once.
PreviewCallsHeld TimeTo5	Total number of seconds outbound Preview calls were placed on hold by agents in the SkillGroup.
ReservationCallsTo5	Total number of agent reservation calls completed by agents in the SkillGroup.
ReservationCalls TalkTimeTo5	Total talk time, in seconds, for completed agent reservation calls handled by agents in the SkillGroup. The value includes the time spent from the call being initiated to the time the agent begins after call work for the call. The time includes hold time associated with the call.
ReservationCalls TimeTo5	Total handle time, in seconds, for completed agent reservation calls handled by agents in the SkillGroup. The value includes the time spent from the call being initiated to the time the agent completes after call work time for the call. The time includes hold time associated with the call.
ReservationCalls HeldTo5	The total number of agent reservation calls that agents in the SkillGroup have placed on hold at least once.
ReservationCalls HeldTimeTo5	Total number of seconds agent reservation calls were placed on hold by agents in the SkillGroup.
BargeInCallsTo5	Total number of supervisor call barge-ins completed in the SkillGroup.
InterceptCallsTo5	Total number of supervisor call intercepts completed in the SkillGroup.
MonitorCallsTo5	Total number of supervisor call monitors completed in the SkillGroup.

Statistic	Definition
WhisperCallsTo5	Total number of supervisor call whispers completed by agents in the SkillGroup.
EmergencyCallsTo5	Total number of emergency calls completed by agents in the SkillGroup.
CallsQ5*	The number of calls queued to the SkillGroup during the current five-minute. This field is set to 0xFFFFFFFF when this value is unknown or unavailable.
CallsQTime5*	The total queue time, in seconds, of calls queued to the SkillGroup during the current five-minute. This field is set to 0xFFFFFFFF when this value is unknown or unavailable.
LongestCallQ5*	The longest queue time, in seconds, of all calls queued to the SkillGroup during the current five-minute. This field is set to 0xFFFFFFFF when this value is unknown or unavailable.
AvailTimeToHalf	Total seconds agents in the SkillGroup were in the Available state.
LoggedOnTime ToHalf	Total time, in seconds, agents in the SkillGroup were logged in.
NotReadyTime ToHalf	Total seconds agents in the SkillGroup were in the Not Ready state.
AgentOutCallsTo Half	Total number of completed outbound ACD calls made by agents in the SkillGroup.
AgentOutCallsTalk TimeToHalf	Total talk time, in seconds, for completed outbound ACD calls handled by agents in the SkillGroup. The value includes the time spent from the call being initiated by the agent to the time the agent begins after call work for the call. The time includes hold time associated with the call.
AgentOutCallsTimeToHalf	Total handle time, in seconds, for completed outbound ACD calls handled by agents in the SkillGroup. The value includes the time spent from the call being initiated by the agent to the time the agent completes after call work time for the call. The time includes hold time associated with the call.
AgentOutCallsHeldToHalf	The total number of completed outbound ACD calls agents in the SkillGroup have placed on hold at least once.
AgentOutCallsHeldTimeToHalf	Total number of seconds outbound ACD calls were placed on hold by agents in the SkillGroup.
HandledCallsToHalf	The number of inbound ACD calls handled by agents in the SkillGroup.

Statistic	Definition
HandledCallsTalk TimeToHalf	Total talk time in seconds for Inbound ACD calls counted as handled by agents in the SkillGroup. Includes hold time associated with the call.
HandledCallsAfter CallTimeToHalf	Total after call work time in seconds for Inbound ACD calls counted as handled by agents in the SkillGroup.
HandledCallsTime ToHalf	Total handle time, in seconds, for inbound ACD calls counted as handled by agents in the SkillGroup. The time spent from the call being answered by the agent to the time the agent completed after call work time for the call. Includes hold time associated with the call.
IncomingCallsHeldToHalf	The total number of completed inbound ACD calls agents in the SkillGroup placed on hold at least once.
IncomingCallsHeldTimeToHalf	Total number of seconds completed inbound ACD calls were placed on hold by agents in the SkillGroup.
InternalCallsRcvdToHalf	Number of internal calls received by agents in the SkillGroup.
InternalCallsRcvd TimeToHalf	Number of seconds spent on internal calls received by agents in the SkillGroup.
InternalCallsHeldToHalf	The total number of internal calls agents in the SkillGroup placed on hold at least once.
InternalCallsHeld TimeToHalf	Total number of seconds completed internal calls were placed on hold by agents in the SkillGroup.
AutoOutCallsToHalf	Total number of AutoOut (predictive) calls completed by agents in the SkillGroup.
AutoOutCallsTalk TimeToHalf	Total talk time, in seconds, for completed AutoOut (predictive) calls handled by agents in the SkillGroup. The value includes the time spent from the call being initiated to the time the agent begins after call work for the call. The time includes hold time associated with the call.
AutoOutCallsTime ToHalf	Total handle time, in seconds, for completed AutoOut (predictive) calls handled by agents in the SkillGroup. The value includes the time spent from the call being initiated to the time the agent completes after call work time for the call. The time includes hold time associated with the call.
AutoOutCallsHeld ToHalf	The total number of completed AutoOut (predictive) calls that agents in the SkillGroup have placed on hold at least once.

Statistic	Definition
AutoOutCallsHeld TimeToHalf	Total number of seconds AutoOut (predictive) calls were placed on hold by agents in the SkillGroup.
PreviewCallsToHalf	Total number of outbound Preview calls completed by agents in the SkillGroup.
PreviewCallsTalk TimeToHalf	Total talk time, in seconds, for completed outbound Preview calls handled by agents in the SkillGroup. The value includes the time spent from the call being initiated to the time the agent begins after call work for the call. The time includes hold time associated with the call.
PreviewCallsTime ToHalf	Total handle time, in seconds, for completed outbound Preview calls handled by agents in the SkillGroup. The value includes the time spent from the call being initiated to the time the agent completes after call work time for the call. The time includes hold time associated with the call.
PreviewCallsHeldToHalf	The total number of completed outbound Preview calls that agents in the SkillGroup have placed on hold at least once.
PreviewCallsHeld TimeToHalf	Total number of seconds outbound Preview calls were placed on hold by agents in the SkillGroup.
ReservationCallsToHalf	Total number of agent reservation calls completed by agents in the SkillGroup.
ReservationCalls TalkTimeToHalf	Total talk time, in seconds, for completed agent reservation calls handled by agents in the SkillGroup. The value includes the time spent from the call being initiated to the time the agent begins after call work for the call. The time includes hold time associated with the call.
ReservationCalls TimeToHalf	Total handle time, in seconds, for completed agent reservation calls handled by agents in the SkillGroup. The value includes the time spent from the call being initiated to the time the agent completes after call work time for the call. The time includes hold time associated with the call.
ReservationCalls HeldToHalf	The total number of agent reservation calls that agents in the SkillGroup have placed on hold at least once.
ReservationCalls HeldTimeToHalf	Total number of seconds agent reservation calls were placed on hold by agents in the SkillGroup.
BargeInCallsToHalf	Total number of supervisor call barge-ins completed in the SkillGroup.

Statistic	Definition
InterceptCallsTo Half	Total number of supervisor call intercepts completed in the SkillGroup.
MonitorCallsToHalf	Total number of supervisor call monitors completed in the SkillGroup.
WhisperCallsToHalf	Total number of supervisor call whispers completed by agents in the SkillGroup.
EmergencyCalls ToHalf	Total number of emergency calls completed by agents in the SkillGroup.
CallsQHalf*	The number of calls queued to the SkillGroup during the current half hour. This field is set to 0xFFFFFFFF when this value is unknown or unavailable.
CallsQTimeHalf*	The total queue time, in seconds, of calls queued to the SkillGroup during the current half hour. This field is set to 0xFFFFFFFF when this value is unknown or unavailable.
LongestCallQHalf*	The longest queue time, in seconds, of all calls queued to the SkillGroup during the current half hour. This field is set to 0xFFFFFFFF when this value is unknown or unavailable.
AvailTimeToday	Total seconds agents in the SkillGroup were in the Available state.
LoggedOnTime Today	Total time, in seconds, agents in the SkillGroup were logged in.
NotReadyTime Today	Total seconds agents in the SkillGroup were in the Not Ready state.
AgentOutCalls Today	Total number of completed outbound ACD calls made by agents in the SkillGroup.
AgentOutCallsTalk TimeToday	Total talk time, in seconds, for completed outbound ACD calls handled by agents in the SkillGroup. The value includes the time spent from the call being initiated by the agent to the time the agent begins after call work for the call. The time includes hold time associated with the call.
AgentOutCallsTimeToday	Total handle time, in seconds, for completed outbound ACD calls handled by agents in the SkillGroup. The value includes the time spent from the call being initiated by the agent to the time the agent completes after call work time for the call. The time includes hold time associated with the call.
AgentOutCallsHeldToday	The total number of completed outbound ACD calls agents in the SkillGroup have placed on hold at least once.

Statistic	Definition
AgentOutCallsHeldTimeToday	Total number of seconds outbound ACD calls were placed on hold by agents in the SkillGroup.
HandledCallsToday	The number of inbound ACD calls handled by agents in the SkillGroup.
HandledCallsTalk TimeToday	Total talk time in seconds for Inbound ACD calls counted as handled by agents in the SkillGroup. Includes hold time associated with the call.
HandledCallsAfter CallTimeToday	Total after call work time in seconds for Inbound ACD calls counted as handled by agents in the SkillGroup.
HandledCallsTime Today	Total handle time, in seconds, for inbound ACD calls counted as handled by agents in the SkillGroup. The time spent from the call being answered by the agent to the time the agent completed after call work time for the call. Includes hold time associated with the call.
IncomingCallsHeldToday	The total number of completed inbound ACD calls agents in the SkillGroup placed on hold at least once.
IncomingCallsHeldTimeToday	Total number of seconds completed inbound ACD calls were placed on hold by agents in the SkillGroup.
InternalCallsRcvd Today	Number of internal calls received by agents in the SkillGroup.
InternalCallsRcvd TimeToday	Number of seconds spent on internal calls received by agents in the SkillGroup.
InternalCallsHeld Today	The total number of internal calls agents in the SkillGroup placed on hold at least once.
InternalCallsHeld TimeToday	Total number of seconds completed internal calls were placed on hold by agents in the SkillGroup.
AutoOutCallsToday	Total number of AutoOut (predictive) calls completed by agents in the SkillGroup.
AutoOutCallsTalk TimeToday	Total talk time, in seconds, for completed AutoOut (predictive) calls handled by agents in the SkillGroup. The value includes the time spent from the call being initiated to the time the agent begins after call work for the call. The time includes hold time associated with the call.

Statistic	Definition
AutoOutCallsTime Today	Total handle time, in seconds, for completed AutoOut (predictive) calls handled by agents in the SkillGroup. The value includes the time spent from the call being initiated to the time the agent completes after call work time for the call. The time includes hold time associated with the call.
AutoOutCallsHeld Today	The total number of completed AutoOut (predictive) calls that agents in the SkillGroup have placed on hold at least once.
AutoOutCallsHeld TimeToday	Total number of seconds AutoOut (predictive) calls were placed on hold by agents in the SkillGroup.
PreviewCallsToday	Total number of outbound Preview calls completed by agents in the SkillGroup.
PreviewCallsTalk TimeToday	Total talk time, in seconds, for completed outbound Preview calls handled by agents in the SkillGroup. The value includes the time spent from the call being initiated to the time the agent begins after call work for the call. The time includes hold time associated with the call.
PreviewCallsTime Today	Total handle time, in seconds, for completed outbound Preview calls handled by agents in the SkillGroup. The value includes the time spent from the call being initiated to the time the agent completes after call work time for the call. The time includes hold time associated with the call.
PreviewCallsHeld Today	The total number of completed outbound Preview calls that agents in the SkillGroup have placed on hold at least once.
PreviewCallsHeld TimeToday	Total number of seconds outbound Preview calls were placed on hold by agents in the SkillGroup.
ReservationCalls Today	Total number of agent reservation calls completed by agents in the SkillGroup.
ReservationCalls TalkTimeToday	Total talk time, in seconds, for completed agent reservation calls handled by agents in the SkillGroup. The value includes the time spent from the call being initiated to the time the agent begins after call work for the call. The time includes hold time associated with the call.
ReservationCalls TimeToday	Total handle time, in seconds, for completed agent reservation calls handled by agents in the SkillGroup. The value includes the time spent from the call being initiated to the time the agent completes after call work time for the call. The time includes hold time associated with the call.

Statistic	Definition
ReservationCalls HeldToday	The total number of agent reservation calls that agents in the SkillGroup have placed on hold at least once.
ReservationCalls HeldTimeToday	Total number of seconds agent reservation calls were placed on hold by agents in the SkillGroup.
BargeInCallsToday	Total number of supervisor call barge-ins completed in the SkillGroup.
InterceptCallsToday	Total number of supervisor call intercepts completed in the SkillGroup.
MonitorCallsToday	Total number of supervisor call monitors completed in the SkillGroup.
WhisperCallsToday	Total number of supervisor call whispers completed by agents in the SkillGroup.
EmergencyCalls Today	Total number of emergency calls completed by agents in the SkillGroup.
CallsQToday*	The number of calls queued to the skill. This field is set to 0xFFFFFFFF when this value is unknown or unavailable.
CallsQTimeToday*	The total queue time, in seconds, of calls queued to the SkillGroup. This field is set to 0xFFFFFFFF when this value is unknown or unavailable.
LongestCallQToday*	The longest queue time, in seconds, of all calls queued to the SkillGroup. This field is set to 0xFFFFFFFF when this value is unknown or unavailable.

* This statistic is available for TDM switches only. It is not valid for Unified CCE.

** This statistic is available for Unified CCE only or Network Queuing.

Methods

The following table lists the SkillGroup object methods.

Table 3: SkillGroup Object Methods

Method	Description
GroupStatistics	Disables SkillGroup statistic messages.
DumpProperties	For more information, see CtiOs Object

Method	Description
EnableSkillGroupStatistics	Enables SkillGroup statistic messages.
GetElement	For more information, see CtiOs Object
GetNumProperties	For more information, see CtiOs Object
GetPropertyName	For more information, see CtiOs Object
GetValue	For more information, see CtiOs Object
GetValueInt (C++) GetValueIntObj (Java)	For more information, see CtiOs Object
GetValueString	For more information, see CtiOs Object
IsValid	For more information, see CtiOs Object
SetValue	For more information, see CtiOs Object

DisableSkillGroupStatistics

The DisableSkillGroupStatistics method requests that real-time statistics stop being sent to the SkillGroup object.

Syntax

C++

```
int DisableSkillGroupStatistics(Arguments & args)
```

COM

```
HRESULT DisableSkillGroupStatistics (IArguments * args, int * errorCode)
```

VB

```
DisableSkillGroupStatistics (args As CTIOSCLIENTLib.IArguments, errorCode As Long)
```

Java

```
int DisableSkillGroupStatistics(Arguments args)
```

.NET

```
CilError DisableSkillGroupStatistics(Arguments args)
```

Parameters

args

> If this method is called in C++, Java, or .NET via the session object in monitor mode with the special SkillGroupStats filter, the args parameter has two required values for PeripheralId and SkillGroupNumber. For more information about a code example, see the Remarks section. Otherwise, this parameter is not used.

errorCode

> An output parameter (return parameter in VB) that contains an error code, if any.

Return Value

Default CTI OS return values. For more information, see CIL Coding Conventions.

Remarks

The CTI OS server sends SkillGroup statistics in an OnSkillGroupStatisticsUpdated event. If this request is successful, the OnNewSkillGroupStatistics event is no longer received.

The following is a C++ code example where the args parameter contains values for PeripheralID and SkillGroupNumber.

```
Arguments & argsStatBroadcast = Arguments::CreateInstance();
argsStatBroadcast.AddItem(CTIOS_SkillGroupNUMBER, intSG);
argsStatBroadcast.AddItem(CTIOS_PERIPHERALID, m_periphID);
m_pSkGrStatSession->DisableSkillGroupStatistics ( argsStatBroadcast );
argsStatBroadcast.Release();
```

DumpProperties

For more information about the DumpProperties method, see CtiOs Object.

EnableSkillGroupStatistics

The EnableSkillGroupStatistics method requests that real-time statistics be sent to the SkillGroup object. In an agent mode application, this request is usually made through the Agent object (see Call Object). If the argument array is empty, then statistics for all SkillGroups are enabled. This is useful when a monitoring application needs to view all statistics without having to enumerate and loop over each statistic to enable it.

Syntax

C++

```
int EnableSkillGroupStatistics(Arguments & args)
```

COM

```
HRESULT EnableSkillGroupStatistics (IArguments * args, int * errorCode)
```

VB

```
EnableSkillGroupStatistics (args As CTIOSCLIENTLib.IArguments, errorCode As Long)
```

Java

```
int EnableSkillGroupStatistics(Arguments args)
```

.NET

```
CilError EnableSkillGroupStatistics(Arguments args)
```

Parameters

args

If this method is called via the session object in monitor mode with the special SkillGroupStats filter, the args parameter has two required values for PeripheralId and SkillGroupNumber. For more information about a code example, see the Remarks section. Otherwise, this parameter is not used.

errorCode

An output parameter (return parameter in VB) that contains an error code, if any.

Return Value

Default CTI OS return values. For more information, see CIL Coding Conventions.

Remarks

CTI OS Server sends SkillGroup statistics in an OnSkillGroupStatisticsUpdated event.

The following is a C++ code example where the args parameter contains values for PeripheralID and SkillGroupNumber.

```
Arguments & argsStatBroadcast = Arguments::CreateInstance();
argsStatBroadcast.AddItem(CTIOS_SkillGroupNUMBER, intSG);
argsStatBroadcast.AddItem(CTIOS_PERIPHERALID, m_periphID);
m_pSkGrStatSession-> EnableSkillGroupStatistics ( argsStatBroadcast );
argsStatBroadcast.Release();
```

GetElement

For more information about the GetElement method, see CtiOs Object.

GetValue Methods

For more information about the GetValue, GetValueInt, GetValueList, and GetValueString methods, see CtiOs Object.

IsValid

For more information about the IsValid method, see CtiOs Object.

SetValue

For more information about the SetValue method, see CtiOs Object.

SetValue