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# Chat Server Administration Guide

## Chat Server Reporting Statistics

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# Chat Server Reporting Statistics

## Overview

After a chat session is finished, Chat Server attaches the following list of reporting statistics to the user data of the interaction in Interaction Server:

- Chat session end reason codes – always attached, no configuration required.
- Chat session transcript statistics – controlled by the attach-session-statistics option.

### Important

Starting with release 8.5.107, Chat Server attaches reporting statistics and then stops the interaction (if required by the configuration and scenario). Previously, Chat Server was not able to attach the specified reporting statistics if the stop-abandoned-interaction option was set to a value, different from the default value never and the corresponding scenario occurred.

## Chat Session End Reason Codes

The following reason codes describe what triggered the end of a chat session and how it was triggered:

- `csg_SessionEndedBy` – The type of participant that triggered the chat session closure.
- `csg_SessionEndedReason` – The description of how a chat session was closed.
- `csg_SessionEndedAgent` – The indication of agent presence in chat session. Please note that in this reason code, only human (in other words, non-bot) agents who are visible to a customer are taken into account.

csg_SessionEndedBy		
Value	Description	Notes
CLIENT	Denotes a customer	This value is provided whenever a client leaves the chat session first. For example, this value will be set when a client leaves while the session continues due to the presence of an agent and ended later by an agent.
AGENT, SUPERVISOR, BOT	Denotes either agent, supervisor or chat bot participant	This type is provided only when:

csg_SessionEndedBy		
		<ul style="list-style-type: none"> <li>A session is closed because the actor (agent/supervisor/bot) sent the Release request with the close if no more agents, or force close after-action; or</li> <li>A session without a customer during the course of this chat session is closed because the actor sent a Release request.</li> </ul>
SYSTEM	Denotes a server/system	See the csg_SessionEndedReason table for possible reasons.

  

csg_SessionEndedReason		
Value	Description	Possible values for csg_SessionEndedBy
DISCONNECT	The participant left due to a disconnect (basic protocol) or a flex timeout expiration (denotes disconnect in flex protocol).	CLIENT, AGENT, SUPERVISOR, BOT
QUIT	The participant left a chat session in a normal way (flex logout or basic self-release request, that is with the keep alive after-action).	CLIENT, AGENT, SUPERVISOR, BOT
FORCE	The participant left a chat session in a normal way and requested the session to be closed (either close if no more agents or force closure after-action).	AGENT, SUPERVISOR, BOT
INACTIVE	Chat Server closed a chat session due to activated inactivity control monitoring.	SYSTEM
DB_ERROR	Chat Server closed a chat session because it received the non-recoverable error from UCS while attempting to save the intermediate chat transcript (only possible when the <b>transcript-save-on-error</b> option is set to close).	SYSTEM

  

csg_SessionEndedAgent		
Value	Description	Notes
ABSENT	Session considered as abandoned.	No agent (in other words, not-bot participant visible to client) ever joins chat session.

csg_SessionEndedAgent		
PRESENT	Session considered as not abandoned.	At least one agent is still participating in chat session during the moment of chat session closure.
VISITED	Session could be considered either as abandoned or not abandoned - depending on business requirements.	At least one agent participated in chat session, but no agents were present at the moment of chat session closure.

## Chat Session Transcript Statistics

Chat Server attaches General and Extended reporting statistics, based on the attach-session-statistics option settings.

In the **General Statistics** table, an agent means both an agent and a supervisor, when either of those is visible to a customer. For example, it does not count/include an activity for an agent who is coaching another agent, or for a supervisor who monitors the session silently.

## General Statistics

General Statistics	
KVP key name implemented	Description
csg_MessagesFromAgentsCount	The total number of all messages sent by all agents (messages which are visible to customer). <b>Note:</b> There can be several agents in a chat session, for example, conferences, transfers, and others.
csg_MessagesFromAgentsSize	The total size of all messages sent by agents.
csg_MessagesFromCustomersCount	The total number of messages sent by customers.
csg_MessagesFromCustomersSize	The total size of all messages sent by customers.
csg_PartiesAsAgentCount	<p>The number of parties that participated in a session as agents.</p> <p><b>Tip</b> Only unique parties are counted. For example, if the same party joins the session several times, it only counts as one for the purpose of this statistic.</p>
csg_PartiesAsCoachCount	<p>The number of parties that participated in a session in the coaching mode (for example, an agent joins with the VIP visibility).</p> <p><b>Tip</b> Only unique parties are counted. For example, if the same party joins the session several times, it only counts as one for the purpose of this statistic.</p>
csg_PartiesAsMonitorCount	The number of parties that participated in a session

General Statistics	
	<p>in the monitoring mode (for example, a supervisor join with the INT visibility).</p> <p><b>Tip</b> Only unique parties are counted. For example, if the same party joins the session several times, it only counts as one for the purpose of this statistic.</p>
csg_SessionTotalTime	<p>The total duration of a chat session from the time it was created until it was completely finished/closed in Chat Server.</p> <p><b>Tip</b> This does not include the time between Chat Session End and Mark Done as the interaction can still be handled by an agent.</p>
csg_SessionUntilFirstAgentTime	<p>The duration of the waiting period, or the period of time a customer waits until the first agent (visible to a customer) joined the session.</p> <p><b>Tip</b> The 0 (zero) value has two alternative interpretations: no agents ever joined the session (if csg_PartiesAsAgentCount=0) or an agent joined immediately when the session was started (if csg_PartiesAsAgentCount&gt;0).</p>
csg_SessionUntilFirstReplyTime	<p>The period of time until the first agent submits the first visible to a customer greeting/message into a chat session.</p>
csg_SessionWithCustomerTime	<p>The period of time a customer is in a chat session.</p>

## Extended (wait-reply) Statistics

Extended (wait-reply) statistics	
KVP key name implemented	Description
cse_AgentReplyTotalCount	The number of times an agent replied to a customer.
cse_AgentReplyMaxTime	The maximum time (in seconds) an agent spent on replying to a customer.
cse_AgentReplyTotalTime	The total time (in seconds) an agent spent on replying to a customer.
cse_AgentWaitTotalCount	The number of times an agent waited for replies from a customer.
cse_AgentWaitMaxTime	The maximum time (in seconds) an agent spent on waiting the reply from a customer.
cse_AgentWaitTotalTime	The total time (in seconds) an agent spent on waiting the reply from a customer.
cse_CustomerReplyTotalCount	The number of times a customer replied to an agent.

Extended (wait-reply) statistics	
cse_CustomerReplyMaxTime	The maximum time (in seconds) a customer spent on replying to an agent.
cse_CustomerReplyTotalTime	The total time (in seconds) a customer spent on replying to an agent.
cse_CustomerWaitTotalCount	The number of times a customer waited for the reply from an agent.
cse_CustomerWaitMaxTime	The maximum time (in seconds) a customer spent on waiting the reply from an agent.
cse_CustomerWaitTotalTime	The total time (in seconds) a customer spent on waiting the reply from an agent.

The terms wait and reply are defined as follows:

- Wait time - The time between a message from the reporting party (or the last message, if there were a few messages in a row) being sent and the first message from another party being received in a reply.
- Reply time - The time between a message (or the first message, for a few messages in a row) from another party being received and the message from reporting party being sent in a reply.