Genesys Pulse Deployment Guide

Configure the Stat Server <tt>Application</tt> object

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Configure the Stat Server `Application` object

> **Important**
>
> Stat Server requires Java Environment configuration for several templates to function properly. See the Stat Server Deployment Guide for details. Without this additional configuration, statistics in some Queue templates (Email Queue Activity, eServices Queue KPIs, IWD Queue Activity) will not work.

1. Set the `accept-clients-in-backup-mode` option in the [statserver] section on **Application Options** tab to yes for both the primary and backup Stat Server `Application` objects.

   > **Important**
   >
   > This option is required even if there is no backup application specified for the Stat Server application.

2. Update Stat Types specified in the pulse_statistics.cfg file within the scripts folder in Genesys Pulse installation to use the particular social media that is configured in your eServices solution (`facebook` is used in default file version). See eServices documentation for more details.

3. You must import pulse_statistics.cfg file to both the primary and backup Stat Server `Application` objects to create the stattypes that Genesys Pulse should monitor. To import the file:

   a. Click **More** on the **Application Options** tab.

   b. Select **Import**, uncheck **Override**, and browse the file.

   > **Important**
   >
   > - To calculate the **% Ready Time** in the Queue KPIs template, set the `queue-use-pseudo-actions` option in the [`statserver`] section of Stat Server `Application` object to `false`.
   >
   > - Some Stat Server filters used in Genesys Pulse templates rely on certain user data or reasons attached to the call (for example, `VoiceCall_No_Wait`, `ReasonLunch`, and others that have `PairExists` in their definition).
   >
   >   You may need to adjust definitions of these filters to use `Attached Data` or Reasons according to your environment or adjust your routing strategies or desktop application to attach data used by those statistics. Otherwise, statistics that rely on these filters will show 0 (zero).
   >
   > - The StatServer `subscribe-for-all-ixn-server-events` configuration option default value is no. To use the Chat Agent Activity template, you must set the option value to yes.
   >
   > - The StatServer `suppress-agent-status-updates-for-ixn-server` configuration option default value is no. You must set the option value to yes to avoid unnecessary `EventCurrentAgentStatus` notifications

> from being sent to Interaction (IXN) Servers.

4. To use the Chat Agent Activity template, set the Stat Server option subscribe-for-all-ixn-server-events to yes.

5. Restart both Stat Server applications.