Universal Routing Reference

New Statistics

5/5/2025

New Statistics

Two new statistics, StatAgentLoadingWgt and StatAgentLoadingWgtMedia, are introduced in release 8.1.400.50.

- When the StatAgentLoadingWgt statistic is used as the target selection criterion, the agent within the Agent or Place Group who has the lowest used agent's budget for all media types is selected as the target. If more than one agent has the same total used agent's budget, the time they have been in their current state is considered. When this statistic is used in a function, such as SData, it returns the used agent's budget for all media types.

- When the StatAgentLoadingWgtMedia statistic is used as the target selection criteria, the agent within the Agent or Place Group who has the lowest used agent's budget for the current media type is selected as the target. If more than one agent has the same used agent's budget, the time they have been in their current state is considered. When this statistic is used in a function, such as SData, it returns the used agent's budget for the current media type.

Important

When the StatAgentLoadingWgt and StatAgentLoadingWgtMedia statistics are defined in the Target Selection object, the **Min/Max** settings are ignored.