Stat Server User's Guide

Stat Server Actions for Mediation DNs

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Contents

> **Tip**
> All actions specifically called out as *retrospective* are instantaneous actions.

Durable, Non–Interaction-Related Actions

The following are the durable, non–interaction-related actions that Stat Server generates on mediation DNs:

- AgentActive
- AgentLogin (Mediation DNs)
- AgentReady
- DNActive
- DNLogin
- DNReady
- Monitored (Mediation DNs)
- NotMonitored (Mediation DNs)
- UserEventReceived (Mediation DNs)

Durable, Interaction-Related Actions

CallWait is a durable, interaction-related action that Stat Server generates on mediation DNs.

Momentary, Interaction-Related Actions

The following are the momentary, interaction-related actions that Stat Server generates on mediation DNs:

- CallEntered
- CallTreatmentNotStarted
- CallTreatmentStarted

Momentary, Non-Interaction-Related Action

UserEvent (Mediation DNs) is a momentary, non–interaction-related action that Stat Server generates on mediation DNs.

Retrospective, Interaction-Related Actions

The following are the retrospective, interaction-related actions that Stat Server generates on mediation DNs:

- CallAbandoned
- CallCleared
- CallDistributed
- CallTreatmentCompleted
- StuckCallCleaned

Retrospective, Interaction-Related Actions Reflecting Regular DNs

The following are the retrospective, interaction-related actions reflecting regular DNs that Stat Server generates on mediation DNs:

- ACWCompleted
- ACWMissed
- CallAbandonedFromRinging (Mediation DNs)
- CallAnswered (Mediation DNs)
- CallForwarded
- CallMissed
- CallReleased (Mediation DNs)
- StuckCallCleanedWhileRinging

With the exception of the `CallAnswered`, `CallAbandonedFromRinging`, `CallForwarded`, `StuckCallCleanedWhileRinging` actions, these retrospective, interaction-related actions reflecting regular DNs work, without additional confirmation, only for ACD queues and T-Server applications that propagate the queue parameter in login messages. For T-Server applications that do not do this, you must explicitly configure the association between Agent objects and mediation DN in Genesys Administrator Extension, as follows:

1. Select an agent (or place) group.
2. On the **Origination DNs** tab, click **Add**.
3. In the **Origination DN** dialog box, select the appropriate mediation DN.
4. On the **Origination DNs** tab, click **Save** or **Apply** to save the configured association.

With the exception of the `ACWMissed` and `CallMissed` actions in this category, Stat Server propagates retrospective, interaction-related actions that reflect regular DNs, such as `CallAnswered` and `CallAbandonedFromRinging`, from an agent's DN to the last physical mediation DN through which a call passes before being answered or abandoned while ringing in a single-site contact center. Stat Server propagates `ACWMissed` and `CallMissed` actions to all mediation DNs involved in the processing of the interaction except the last mediation DN from which the interaction was answered by a handling resource.

> ### Warning

If a call is routed to an ACD queue DN from a routing point, Stat Server no longer generates interaction-related actions reflecting regular DNs, such as `CallAnswered`, on this routing point as Stat Server did in release 7.2 and prior releases. Instead, such actions are generated on the ACD queue. Starting with release 7.5, Stat Server propagates interaction-related actions reflecting regular DNs on mediation DNs only to the last real and virtual mediation DN objects that the interaction passed through. The actions that result for other mediation DNs along the path will reflect call diversion.

If, however, the call is queued in parallel to both an ACD queue DN and a routing point, and the `ThirdPartyDN` attribute of `EventRouteUsed` shows that the call was answered on some regular DN, then Stat Server will propagate this action to both.

Retrospective, Interaction-Related Actions Generated on Virtual Queues

The following are the retrospective, interaction-related actions that Stat Server generates on virtual queue objects that are controlled by a Multimedia-monitored switch:

- CallAbandonedFromRinging (Virtual Queues)
- CallAnswered (Virtual Queues)
- CallReleased (Virtual Queues)
- InteractionAbandonedDuringOffering (Virtual Queues)

Important

- All mediation DN actions can be potentially generated for virtual queues, controlled by the Multimedia-monitored switch except voice actions listed below:
  - `CallTreatmentStarted`
  - `CallTreatmentNotStarted`
  - `CallTreatmentCompleted`
  - `ACWCompleted`
  - `ACWMissed`
- In order to properly count any media-related interactions passing through a virtual queue, the virtual queue must be configured on a Multimedia-monitored switch.

Generation of Retrospective, Interaction-Related Actions Reflecting Regular DNs for Virtual Queue Mediation DN Objects

For virtual queue mediation DN objects, Stat Server generates retrospective, interaction-related actions reflecting regular DNs depending on the combination of settings of the following Stat Server configuration options, which are defined in the *Framework Stat Sever Deployment Guide*:

- **vq-ignore-third-party-dn**
- **vq-treat-unknown-third-party-dn-as-agent-dn**

Using these options, you can change the algorithm for Stat Server's generation of `CallAnswered` actions on virtual queue objects to meet your requirements. If you set **vq-ignore-third-party-dn** to `true` (the default value), Stat Server generates the `CallAnswered` action on all virtual queue objects through which a call passes before it is answered. If you set the option **vq-ignore-third-party-dn** to `false`, Stat Server references the `ThirdPartyDN` attribute in `EventDiverted` TEvents that Stat Server receives from Universal Routing Server for `CallAnswered` action generation. In this case, the rules of `CallAnswered` action generation depend on settings of the **vq-treat-unknown-third-party-dn-asagent-dn** option. Introduction of this option allows Stat Server to generate this action only on the last virtual queue object through which a call passes before being answered in single-site call monitoring scenarios (inbound call enters monitoring site, inbound call is queued on the routing point associated with the Virtual Queue on the same site and is routed to the target on the same site). Multi-site Call monitoring scenarios have some limitations in this rule because there are cases where `ThirdPartyDN` does not contain reliable information about the DN to which the call was diverted.

[+] Scenarios

The Table below (Stat Server Generates CallAnswered) describes how Stat Server behaves given the setting of the **vq-treatunknown-third-party-dn-as-agent-dn** option and the following scenarios:

Scenario A: The value of the `ThirdPartyDN` attribute contains the ID of a DN belonging to the same switch as the virtual queue.

1. `ThirdPartyDN` points to a mediation DN that is not an ACD queue.

2. `ThirdPartyDN` points to an ACD queue.

3. `ThirdPartyDN` points to an agent's DN.

Scenario B: The value of the `ThirdPartyDN` attribute is not empty, but contains the ID of a DN that is not monitored by the same switch to which the virtual queue belongs. The **vq-treat-unknown-third-party-dn-as-agent-dn** configuration option is set to:

1. `True` (the default value).

2. `False`, and the ID of DN answering the call coincides with the value of the `ThirdPartyDN` attribute.

3. `False`, and the ID of DN answering the call differs from the value of the `ThirdPartyDN` attribute.

Scenario C: The value of the `ThirdPartyDN` attribute is `null`.

It is assumed that after having been diverted from the virtual queue, the call was finally answered by an agent; and that, in multi-site scenarios, Stat Server may receive events out of chronological order, such that a call may first be seen as being answered before Stat Server sees that it was diverted from a virtual queue. The Table below shows whether Stat Server will generate a `CallAnswered` action given the above three scenarios:

Stat Server Generates CallAnswered

Scenario	CallAnswered Generated
A1	No

A2	Yes
A3	Yes
B1	Yes
B2	Yes
B3	No
C	Yes

Configuring the routing strategies and associated virtual queue objects to control and monitor a call for multi-site routing, you have to take into account the specifics in `CallAnswered` generation in case you are using settings **vq-treatunknown-third-party-dn-as-agent-dn** in the following scenarios:

1. vq-treat-unknown-third-party-dn-as-agent-dn=`no`

- Call queued on Routing Point 1 Site 1 and Virtual Queue 1 Site 1.
- Call diverted from Routing Point 1 Site 1 and Virtual Queue 1 Site 1 to Routing Point 2 Site 1 and Virtual Queue 2 Site 1.
- Call diverted from Routing Point 2 Site 1 and Virtual Queue 2 Site 1 to Routing Point 1 Site 2 and Virtual Queue 1 Site 2.
- Call diverted from Routing Point 1 Site 2 and Virtual Queue 1 Site 2 to Routing Point 2 Site 2 and Virtual Queue 2 Site 2.
- Call diverted from Routing Point 2 Site 2 and Virtual Queue 2 Site 2 to Agent 1 Site 2.

`CallAnswered` and related actions will be generated for Virtual Queue 2 Site 2 only.

> **Tip**
> This scenario corresponds to Scenario B2.

2. vq-treat-unknown-third-party-dn-as-agent-dn=`no`

- Call queued on Routing Point 1 Site 1 and Virtual Queue 1 Site 1.
- Call diverted from Routing Point 1 Site 1 and Virtual Queue 1 Site 1 to Routing Point 2 Site 1 and Virtual Queue 2 Site 1.
- Call diverted from Routing Point 2 Site 1 and Virtual Queue 2 Site 1 to Agent 1 Site 2.

`CallAnswered` and related actions will not be generated for any virtual queue.

> **Tip**
> This scenario corresponds to Scenario B3.

3. vq-treat-unknown-third-party-dn-as-agent-dn=`no`

- Call queued on Routing Point 1 Site 1 and Virtual Queue 1 Site 2.
- Call diverted from Routing Point 1 Site 1 and Virtual Queue 1 Site 2 to Agent 1 Site 2.

`CallAnswered` and related actions will not be generated for any virtual queue.

> **Tip**
> This scenario corresponds to Scenario A1.

4. vq-treat-unknown-third-party-dn-as-agent-dn=`no`

- Call queued on Routing Point 1 Site 1 and Virtual Queue 1 Site 2.
- Call diverted from Routing Point 1 Site 1 and Virtual Queue 1 Site 2 to Routing Point 2 Site 1 and Virtual Queue 2 Site 2.
- Call diverted from Routing Point 2 Site 1 and Virtual Queue 2 Site 2 to Routing Point 1 Site 2 and Virtual Queue 1 Site 1.
- Call diverted from Routing Point 1 Site 2 and Virtual Queue 1 Site 1 to Routing Point 2 Site 2 and Virtual Queue 2 Site 1.
- Call diverted from Routing Point 2 Site 2 and Virtual Queue 2 Site 1 to Agent 1 Site 2.

`CallAnswered` and related actions will be generated for Virtual Queue 2 Site 1 only.

> **Tip**
> This scenario corresponds to Scenario B2.

5. vq-treat-unknown-third-party-dn-as-agent-dn=`yes`

- Call queued on Routing Point 1 Site 1 and Virtual Queue 1 Site 1.
- Call diverted from Routing Point 1 Site 1 and Virtual Queue 1 Site 1 to Routing Point 2 Site 1 and Virtual Queue 2 Site 1.
- Call diverted from Routing Point 2 Site 1 and Virtual Queue 2 Site 1 to Routing Point 1 Site 2 and Virtual Queue 1 Site 2.
- Call diverted from Routing Point 1 Site 2 and Virtual Queue 1 Site 2 to Routing Point 2 Site 2 and Virtual Queue 2 Site 2.
- Call diverted from Routing Point 2 Site 2 and Virtual Queue 2 Site 2 to Agent 1 Site 2.

`CallAnswered` and related actions will be generated for Virtual Queue 2 Site 1 and Virtual Queue 2 Site 2.

> **Tip**
> This scenario corresponds to Scenario A3 for Virtual Queue 2 Site 2 and to Scenario B1 for Virtual Queue 2 Site 1.

6. vq-treat-unknown-third-party-dn-as-agent-dn=yes

- Call queued on Routing Point 1 Site 1 and Virtual Queue 1 Site 1.
- Call diverted from Routing Point 1 Site 1 and Virtual Queue 1 Site 1 to Routing Point 2 Site 1 and Virtual Queue 2 Site 1.
- Call diverted from Routing Point 2 Site 1 and Virtual Queue 2 Site 1 to Agent 1 Site 2.

`CallAnswered` and related actions will not be generated for Virtual Queue 2 Site 1.

> **Tip**
> This scenario corresponds to Scenario B1.

7. vq-treat-unknown-third-party-dn-as-agent-dn=yes

- Call queued on Routing Point 1 Site 1 and Virtual Queue 1 Site 2.
- Call diverted from Routing Point 1 Site 1 and Virtual Queue 1 Site 2 to Agent 1 Site 2.

`CallAnswered` and related actions will be generated for Virtual Queue 1 Site 2.

In this scenario, `ThirdPartyDN` points to External Routing Point Site 2 which contains switch access codes is not recognizable for Stat Server.

8. vq-treat-unknown-third-party-dn-as-agent-dn=yes

- Call queued on Routing Point 1 Site 1 and Virtual Queue 1 Site 2.
- Call diverted from Routing Point 1 Site 1 and Virtual Queue 1 Site 2 to Routing Point 2 Site 1 and Virtual Queue 2 Site 2.
- Call diverted from Routing Point 2 Site 1 and Virtual Queue 2 Site 2 to Routing Point 1 Site 2 and Virtual Queue 1 Site 1.
- Call diverted from Routing Point 1 Site 2 and Virtual Queue 1 Site 1 to Routing Point 2 Site 2 and Virtual Queue 2 Site 1.
- Call diverted from Routing Point 2 Site 2 and Virtual Queue 2 Site 1 to Agent 1 Site 2.

`CallAnswered` and related actions will be generated for all four virtual queues participated in scenario.

> **Tip**
> This scenario corresponds to Scenario B1.

Retrospective, Interaction-Related Action Generated on Interaction Distribution from One Mediation DN to Another Mediation DN

- CallDistributedToQueue