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Stat Server Deployment Guide

Factors Affecting Stat Server

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Factors Affecting Stat Server

Stat Server receives events from the Genesys applications that are configured in Stat Server's application connections and processes them within the confines of Stat Server's configuration. In addition, Stat Server directly reads general information about the switch underlying these applications. Stat Server uses this information, in part, to determine which action(s) to generate and report to its clients. Though Stat Server does not read the values of the configuration options of such applications, Stat Server does consider certain attributes about these applications (such as their type and version) in its handling of events that originate from these applications.

Tip

For the purpose of this topic, DNs and switches are not considered to be applications. However, Stat Server does read the configuration options of these objects to provide certain functionality.

For information about manipulating Stat Server behavior via configuration options, refer to the [RTME Options Reference](#) Guide.

Factors other than Stat Server's own configuration that have an impact on Stat Server output:

Stat Server Reads Switch and DN Attributes

To Determine Capacity and Impact Routing of Interactions to Multimedia DNs

In support of reporting for multimedia DNs, whenever Stat Server detects a multimedia DN, Stat Server now reads the DN's attributes, and those of its switch, to determine whether the DN is capable of handling multiple, simultaneous interactions of differing media types. Stat Server looks for the following:

- A DN switch type of either of the following:
 - VoIPSMCPSwitch (Voice over IP SMCP Switch in Genesys Administrator).
 - SIPSwitch (SIP Switch in Genesys Administrator).
- A DN type of CFGExtension (Extension in Genesys Administrator).
- A value of yes in the [TServer]/multimedia configuration option for the DN. (This option is defined on the Options tab of the DN object in Genesys Administrator.)
- Version 7.6.x or greater of T-Server, if the switch type is SIPSwitch.

Stat Server uses the switch's media attributes as the default for all Extension DNs that belong to it.

If these criteria are met, Stat Server supports routing of interactions with chat or voice media types

to multimedia DNs. (For more information on this subject, refer to “Capacity Planning for Multimedia DNs” in the *Genesys Resource Capacity Planning Guide*.) Prior to release 7.6, Stat Server supported routing of voice interactions only to such DN types.

To Suppress the Transmission of Attached Data

For the switches and DNs that Stat Server monitors, Stat Server checks the [statserver] section of the Options tab for the value of the **suppress-user-data** configuration option. The value of this option determines whether Stat Server should transmit call-extracted attached data to Stat Server clients for the particular DN on which the option was set or for all DNs registered on a switch. Setting this option is useful for reducing network traffic in environments where many Stat Server applications are connected to a single T-Server, for example, and where each Stat Server application in such a scenario serves a different business purpose.

A value of no (the default value) indicates that Stat Server will continue to receive attached data (and transmit attached data to its clients). If the option value is set to yes, however, T-Server will not send any EventAttachedData TEvents or AttributeUserData attributes of any other TEvent to Stat Server; and, as a result, Stat Server will not transmit userdata, for the associated DN or switch object, to its clients.

If this option is defined for a particular DN, its value overrides any value that may be specified at the switch. Dynamic changes to this option take effect upon DN re-registration.

Note: The selective suppression of attached data is possible only with T-Server release 7.6 and later.

For Processing Stuck Calls and ACW Notifications

In addition, Stat Server regularly references a switch’s type and a DN’s type to perform many other operations, such as checking for stuck calls or processing ACW notifications.

Stat Server Reads Resource Attributes

To Determine Which Objects Are Enabled

To calculate group- and queue-related statistics, Stat Server considers whether member Person objects and Place objects have been enabled in Configuration Server, depending on the values of the ignore-disabled-objects-in-group-statistics and ignore-disabled-objects-in-queue-statistics Stat Server configuration options. This property of contact center resources is but one attribute that Stat Server directly reads about configuration objects.

To Determine if Origination DNs Are Configured

Stat Server, also reads the properties of GroupAgents objects and GroupPlaces objects as well, to determine if origination DNs have been configured therein (in the Configuration tab, Advanced settings, of the object's properties in Genesys Administrator/GAX). If configured, Stat Server reflects the events occurring at these origination DNs for agent group and place group statistics computations—Stat Server also generates retrospective, interaction-related actions reflecting regular DNs onto these origination DNs.

Stat Server Reads Virtual Agent Group Definitions

To Determine Group Membership

For Agent Group objects, Stat Server also reads the script configuration option (located in the virtual section of the Options tab) to determine the objects to which actions apply. Refer to the [Virtual Agent Groups](#) of the [Stat Server User's Guide](#) for more information about how to define this object.

Stat Server Reads Mediation DN Attributes

To Determine Average Handling Time

When it is calculating statistics for URS so that it can balance call loads over several mediation DN's, Stat Server reviews each mediation DN's setting of average handling time, which is configured through use of the load-balance-aht option in the [statserver] section on the Options tab of mediation DN objects. Values specified at the mediation DN-level supersede the global value, which is controlled and set within the Stat Server Application object, and the same range of values apply.

Dynamic changes to this option, at the mediation DN level, take effect immediately upon notification of mediation DN re-registration.

To Calculate Action Durations

Stat Server reads the use-alt-enter-time configuration option in the [statserver] section on the Options tab of virtual queue DN objects to determine whether Stat Server should use an alternative enter time when calculating the durations of some actions in some scenarios that involve virtual queues. The value of this dynamic option overrides the value of the vq-use-alt-enter-time global option that is set in the Stat Server application.

To Calculate ExpectedWaitTime2

As part of Stat Server's calculation of the ExpectedWaitTime2 in which agent capacities are greater than one, Stat Server reads the media-type configuration option in the [statserver] section of the Options tab of Virtual Queue objects to determine the media type of interactions that the virtual queue has been configured to handle. This dynamic option is set only for a Virtual Queue object; there exists no global option that defines the media type for all virtual queues. Its permissible values are those that have been preconfigured within Configuration Server—in the Business Attributes/MediaType folder in Genesys Administrator. Only one media type should be configured for any given virtual queue. Starting with Stat Server release 8.5.102, voice is a valid value of the media-type option.

Refer to the ExpectedWaitTime2 statistical category in the [Framework Stat Server User's Guide](#) to learn how Stat Server calculates it.