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# Stat Server User's Guide

## Summary of Stat Server Actions

5/11/2025

## Summary of Stat Server Actions

The table below provides the high-level classifications for each action and summarizes the set of actions applicable for Stat Server. In this table, regular DN, SIP DN, and media-channel objects refer to the following object types:

- Agent
- GroupAgents
- Place
- GroupPlaces
- RegDN

Mediation DN objects refer to the following object types:

- Queue
- GroupQueues
- Routepoint

Campaign-related Stat Server actions are provided in [Campaign Actions and Statuses](#).

## Summary of Stat Server Actions

Action	Regular DN/SIP DN Objects	Agent/Place Media Channels	Mediation DN Objects	Staging Area DN Objects	Tenant Objects	Ixn-Related	Durable	Instantaneous (Momentary)	Instantaneous (Retrospective)
Accepted		✓				✓			✓
Active		✓					✓		
ACWCompleted			✓			✓			✓
ACWMissed			✓			✓			✓
AfterCallWork	✓						✓		
AgentActive			✓				✓		
AgentLogin (Regular DNs)	✓							✓	
AgentLogin (Mediation DNs)			✓				✓		
AgentLogout	✓								✓
AgentReady			✓				✓		
ASM_Engaged	✓					✓	✓		

## Summary of Stat Server Actions

Action	Regular DN/SIP DN Objects	Agent/Place Media Channels	Mediation DN Objects	Staging Area DN Objects	Tenant Objects	Ixn-Related	Durable	Instantaneous (Momentary)	Instantaneous (Retrospective)
ASM_Outbound	✓					✓	✓		
Available		✓					✓		
BeingCoached		✓				✓		✓	
BeingMonitored		✓				✓		✓	
Blocked		✓					✓		
CallAbandoned			✓			✓			✓
CallAbandonedFromDialing ✓						✓			✓
CallAbandonedFromHold ✓						✓			✓
CallAbandonedFromRinging (Regular DNs) ✓						✓			✓
CallAbandonedFromRinging (Mediation DNs)			✓			✓			✓
CallAbandonedFromRinging (Virtual Queues)			✓			✓			✓

## Summary of Stat Server Actions

Action	Regular DN/SIP DN Objects	Agent/Place Media Channels	Mediation DN Objects	Staging Area DN Objects	Tenant Objects	Ixn-Related	Durable	Instantaneous (Momentary)	Instantaneous (Retrospective)
CallAnswered (Regular DNs)	✓					✓			✓
CallAnswered (Mediation DNs)			✓			✓			✓
CallAnswered (Virtual Queues)			✓			✓			✓
CallCleared			✓			✓			✓
CallConferenceJoined	✓					✓		✓	
CallConferenceMade	✓					✓		✓	
CallConferenceOriginated	✓					✓	✓		
CallConferencePartyAdded	✓					✓		✓	
CallConferencePartyDeleted	✓					✓		✓	
CallConsult	✓					✓	✓		
CallConsultCompleted	✓					✓			✓

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Action	Regular DN/SIP DN Objects	Agent/Place Media Channels	Mediation DN Objects	Staging Area DN Objects	Tenant Objects	Ixn-Related	Durable	Instantaneous (Momentary)	Instantaneous (Retrospective)
CallConsultOriginated	✓					✓	✓		
CallConsultReceived	✓					✓	✓		
CallConsultStarted	✓					✓		✓	
CallDialConferenced	✓					✓			✓
CallDialTransferred	✓					✓			✓
CallDialed	✓					✓			✓
CallDialing	✓					✓	✓		
CallDialingStarted	✓					✓		✓	
CallDistributed			✓			✓			✓
CallDistributedToQueue			✓			✓			✓
CallEntered			✓			✓		✓	
CallForwarded (Regular DNs)	✓					✓			✓

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Action	Regular DN/SIP DN Objects	Agent/Place Media Channels	Mediation DN Objects	Staging Area DN Objects	Tenant Objects	Ixn-Related	Durable	Instantaneous (Momentary)	Instantaneous (Retrospective)
CallForwarded (Mediation DNs)			✓			✓			✓
CallHeld	✓					✓		✓	
CallInbound	✓					✓	✓		
CallInboundCompleted	✓					✓			✓
CallInboundStarted	✓					✓		✓	
CallInternal	✓					✓	✓		
CallInternalCompleted	✓					✓			✓
CallInternalOriginated	✓					✓	✓		
CallInternalReceived	✓					✓	✓		
CallInternalStarted	✓					✓		✓	
CallMissed			✓			✓			✓
CallObserved...	✓					✓	✓		

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Action	Regular DN/SIP DN Objects	Agent/Place Media Channels	Mediation DN Objects	Staging Area DN Objects	Tenant Objects	Ixn-Related	Durable	Instantaneous (Momentary)	Instantaneous (Retrospective)
CallObserving...	✓					✓	✓		
CallOnHold	✓					✓	✓		
CallOutbound	✓					✓	✓		
CallOutboundCompleted	✓					✓			✓
CallOutboundOriginated	✓						✓		
CallOutboundReceived	✓						✓		
CallOutboundStarted	✓					✓		✓	
CallPartyChanged	✓					✓			✓
CallReleased (Mediation DNs)			✓			✓			✓
CallReleased (Virtual Queues)			✓			✓			✓
CallRetrievedFromHold	✓					✓			✓
CallRinging	✓					✓	✓		



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Action	Regular DN/SIP DN Objects	Agent/Place Media Channels	Mediation DN Objects	Staging Area DN Objects	Tenant Objects	Ixn-Related	Durable	Instantaneous (Momentary)	Instantaneous (Retrospective)
CallRingingPartyChanged (Regular DNs)	✓					✓			✓
CallRingingPartyChanged (Mediation DNs)			✓			✓			✓
CallRingingStarted	✓					✓		✓	
CallTransferMade	✓					✓		✓	
CallTransferPartyChanged	✓					✓		✓	
CallTransferTaken	✓					✓		✓	
CallTreatmentCompleted			✓			✓			✓
CallTreatmentNotStarted			✓			✓		✓	
CallTreatmentStarted			✓			✓		✓	
CallUnknown	✓					✓	✓		
CallUnknownCompleted	✓					✓			✓
CallUnknownStarted	✓					✓		✓	

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Action	Regular DN/SIP DN Objects	Agent/Place Media Channels	Mediation DN Objects	Staging Area DN Objects	Tenant Objects	Ixn-Related	Durable	Instantaneous (Momentary)	Instantaneous (Retrospective)
CallWait			✓			✓	✓		
CoachingByIntrusionInitiated		✓				✓		✓	
CoachingByRequestInitiated		✓				✓			✓
CoachingRequested		✓				✓		✓	
ConferenceJoined		✓				✓		✓	
ConferenceJoinedByIntrusion		✓				✓		✓	
ConferenceMade		✓				✓		✓	
DND	✓					✓	✓		
Delivering		✓				✓	✓		
DeliveringStarted		✓				✓		✓	
DNActive			✓				✓		
DNLogin			✓				✓		

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Action	Regular DN/SIP DN Objects	Agent/Place Media Channels	Mediation DN Objects	Staging Area DN Objects	Tenant Objects	Ixn-Related	Durable	Instantaneous (Momentary)	Instantaneous (Retrospective)
DNReady			✓				✓		
DoNotDisturb		✓				✓	✓		
ExternalServiceRequested (Tenants)					✓	✓		✓	
ExternalServiceResponded (Tenants)					✓	✓		✓	
Handling		✓				✓	✓		
HandlingInbound		✓				✓	✓		
HandlingInboundStarted		✓				✓		✓	
HandlingInternal		✓				✓	✓		
HandlingInternalStarted		✓				✓		✓	
HandlingOutbound		✓				✓	✓		
HandlingOutboundStarted		✓				✓		✓	
HandlingStarted		✓				✓		✓	

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Action	Regular DN/SIP DN Objects	Agent/Place Media Channels	Mediation DN Objects	Staging Area DN Objects	Tenant Objects	Ixn-Related	Durable	Instantaneous (Momentary)	Instantaneous (Retrospective)
InteractionAbandoned (Tenants)					✓	✓			✓
InteractionAbandonedDuringOffering (MediaChannels)		✓				✓			✓
InteractionAbandonedDuringOffering (StagingAreas)				✓		✓			✓
InteractionAbandonedDuringOffering (Tenants)					✓	✓			✓
InteractionAbandonedDuringOffering (Virtual Queues)			✓			✓			✓
InteractionAbandonedDuringOffering (Agent Workbin)						✓			✓
InteractionAccepted1					✓	✓			✓
InteractionAccepted (StagingAreas)				✓		✓			✓
InteractionAccepted (Tenants)					✓	✓			✓
InteractionAccepted (Agent Workbin)						✓			✓

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Action	Regular DN/SIP DN Objects	Agent/Place Media Channels	Mediation DN Objects	Staging Area DN Objects	Tenant Objects	Ixn-Related	Durable	Instantaneous (Momentary)	Instantaneous (Retrospective)
InteractionAgentPartyInProgress (Tenants)					✓	✓	✓		
InteractionAnswered (StagingAreas)				✓		✓			✓
InteractionAnswered (Tenants)					✓	✓			✓
InteractionAnswered (Agent Workbin)						✓			✓
InteractionCleared				✓		✓			✓
InteractionCleared (Agent Workbin)						✓			✓
InteractionCreated (StagingAreas)				✓		✓		✓	
InteractionCreated (Tenants)					✓	✓		✓	
InteractionDeleted (StagingAreas)				✓		✓			✓
InteractionDeleted (Tenants)					✓	✓			✓

## Summary of Stat Server Actions

Action	Regular DN/SIP DN Objects	Agent/Place Media Channels	Mediation DN Objects	Staging Area DN Objects	Tenant Objects	Ixn-Related	Durable	Instantaneous (Momentary)	Instantaneous (Retrospective)
InteractionDistributed				✓		✓			✓
InteractionDistributed (Agent Workbin)						✓			✓
InteractionDistributedToQueue				✓		✓			✓
InteractionEntered				✓		✓		✓	
InteractionEntered (Agent Workbin)						✓		✓	
InteractionPastAcceptServiceLevel (StagingAreas)				✓		✓			✓
InteractionPastAcceptServiceLevel (Tenants)					✓	✓			✓
InteractionPastCompletionServiceLevel (StagingAreas)				✓		✓			✓
InteractionPastCompletionServiceLevel (Tenants)					✓	✓			✓
InteractionReleased (StagingAreas)				✓		✓			✓

## Summary of Stat Server Actions

Action	Regular DN/SIP DN Objects	Agent/Place Media Channels	Mediation DN Objects	Staging Area DN Objects	Tenant Objects	Ixn-Related	Durable	Instantaneous (Momentary)	Instantaneous (Retrospective)
InteractionReleased (Tenants)					✓	✓			✓
InteractionReleased (Agent Workbin)						✓			✓
InteractionResponded (Regular DNs)	✓							✓	
InteractionResponded (MediaChannels)		✓				✓		✓	
InteractionWait (StagingAreas)				✓		✓	✓		
InteractionWait (Tenants)					✓	✓	✓		
InteractionWait (Agent Workbin)						✓	✓		
LoggedIn	✓						✓		
LoggedOut	✓						✓		
Monitored (Regular DNs)	✓						✓		

## Summary of Stat Server Actions

Action	Regular DN/SIP DN Objects	Agent/Place Media Channels	Mediation DN Objects	Staging Area DN Objects	Tenant Objects	Ixn-Related	Durable	Instantaneous (Momentary)	Instantaneous (Retrospective)
Monitored (Mediation DNs)			✓				✓		
MonitoringInitiated		✓				✓		✓	
NotMonitored (Regular DNs)	✓						✓		
NotMonitored (Mediation DNs)			✓				✓		
NotReadyForNextCall	✓						✓		
NotRoutable		✓				✓	✓		
OffHook	✓						✓		
OnHook	✓						✓		
OrigDNCallAbandoned	✓					✓			✓
OrigDNCallDistributed	✓					✓			✓
OrigDNCallEntered	✓					✓		✓	



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OrigDNCallWait	✓					✓	✓		
Pulled		✓				✓		✓	
Rejected		✓				✓			✓
Revoked		✓				✓			✓
Routable		✓				✓	✓		
StartedInternal		✓				✓		✓	
StartedOutbound		✓				✓		✓	
StoppedInbound		✓				✓			✓
StoppedInternal		✓				✓			✓
StoppedOutbound		✓				✓			✓
StuckCallCleaned			✓			✓			✓
StuckCallCleanedWhileRingg (Regular DNs)	✓					✓			✓

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Action	Regular DN/SIP DN Objects	Agent/Place Media Channels	Mediation DN Objects	Staging Area DN Objects	Tenant Objects	Ixn-Related	Durable	Instantaneous (Momentary)	Instantaneous (Retrospective)
StuckCallCleanedWhileRinging (Mediation DNs)			✓			✓			✓
TransferMade		✓				✓		✓	
TransferTaken		✓				✓		✓	
TransferredFromHold	✓					✓			✓
UserEvent (Regular DNs)	✓							✓	
UserEvent (Mediation DNs)			✓					✓	
UserEventReceived (Regular DNs)	✓						✓		
UserEventReceived (Mediation DNs)			✓				✓		
WaitForNextCall	✓						✓		

### Important

Although the names of many actions presume the processing of a voice interaction, these actions might also apply to other types of interactions—for example, chat sessions and e-mail.