GENESYS™

Stat Server User's Guide

Creating Stat Type Definitions

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Stat Type Formats

You define statistical types as sections on the **Options** tab (in Genesys Administrator) or on the **Application Options** (in Genesys Administrator Extension) within the Stat Server Application object. The name of the stat type is the name you assign to the section. Configure core stat types using the following format:

```
[NameOfCoreStatType]
        Objects = One or more objects separated by commas
        Category = One and only one statistical category
        Subject = One and only one subject
        MainMask = * and/or one or more actions separated by commas
                and optionally preceded by ~ (for NOT)
        RelMask = [optional, applicable if a MainMask is specified]
                * and/or one or more actions separated by commas
                and optionally preceded by ~ (for NOT)
        MediaType = media type
        UseSourceTimeStamps = yes or no
        ReasonStartOverridesStatusStart = yes or no
        Description = [optional] free-form text
        Formula = DistByConnID, <expression>, mandatory for
                            CustomValue family of statistical categories.
        <business attribute name> = <business attribute value>
```

And Java stat types follow this format:

```
[NameOfJavaStatType]
        Objects = One or more objects separated by commas
        Category = JavaCategory
        JavaSubCategory = relative path (with respect to the value of
                java-extensions-dir Stat Server configuration option) to the
                .jar file of the loaded Stat Server Java Extension (SSJE) and
                name of the statistical type within that Extension in the
                format <relative path>:<statistical type name>.
        AggregationType = [optional]
                One and only one aggregation type, applicable only if a SSJE
                is loaded. Currently used only by Data Sourcer clients.
        MediaType = media type
        Description = [optional] free-form text
```

For more detailed descriptions of these configuration options, see the Statistical Type Sections.

Starting with the 8.5.105 release, Stat Server supports multiple business attribute values, specified as a comma-separated list for a given business attribute, in the stat type definition. This is applicable to all statistical categories, except Compound Categories and `JavaCategory`.

Now it is possible to combine multiple business attributes in one stat type.

For example:
MediaType=chat,email

```
CustomerSegment=gold,silver
```

Stat Server does not check if values are correct as the same business attribute may have different correct values on different tenants.

> ### Important
>
> Currently, Stat Server Java Extensions either ignore business attribute specifiers in stat type definitions, or support only a single value in such specifiers.

Examples

The following examples illustrate the configuration of three sample stat type definitions as they appear in the configuration layer.

Example 1: Sample Stat Type Definition for Total Duration of Status for CallOutbound Actions

`TotalOutboundStatusTime` measures the total duration that agents, places, group of agents, or groups of places are in a `CallOutbound` state.

```
Full Definition
[TotalOutboundStatusTime]
        Objects = Agent,Place,GroupAgents,GroupPlaces
        Category = TotalTime
        MainMask = CallOutbound
        Subject = AgentStatus
```

Example 2: Sample Stat Type Definition for the Processing Time of Interactions

`Strategy_Email_ProcessingTime` measures the total processing time of e-mail interactions in a simple routing strategy. (Stat Server uses the `RoutingStrategy` object type to monitor `Script` objects in Configuration Server having `Simple Routing` type.)

```
Full Definition
[Strategy_Email_ProcessingTime]
        AggregationType=Total
        Category=JavaCategory
        JavaSubCategory=eserviceinteractionstat.jar:strategy-total processing time
        MediaType=email
        Objects=RoutingStrategy
```

Example 3: Sample Stat Type Definition for a Switch Object

`Total_Number_of_Errors` measures the total number of hardware errors that occurred at a switch. This statistic is only meaningful for Network T-Server applications.

```
Full Definition
```

```
[Total_Number_of_Errors]
        Category=TotalNumberErrors
        Objects=Switch
        MainMask=NotMonitored
        Subject=DNStatus
```