

# **GENESYS**

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## Stat Server User's Guide

Current CustomValue Categories

## Current CustomValue Categories

This section describes how Stat Server calculates statistics of the following current custom-value statistical categories:

- CurrentAverageCustomValue
- CurrentCustomValue
- CurrentMaxCustomValue
- CurrentMinCustomValue

#### Important

Configured stat types for current custom-value statistical categories must specify DNAction as the Subject.

#### CurrentAverageCustomValue

## Value = $\frac{CurrentCustomValue(MainMask,CustomFormula)}{CurrentNumber(MainMask)}$

When the denominator is 0, the returned value is 0 (the numerator is always 0 in this case).

This category returns the average value of the custom formula of all ongoing actions listed in the main mask.

#### CurrentCustomValue

The CurrentCustomValue statistical category returns an aggregated value that represents the sum of the custom formula values evaluated over each interaction-related, durable action listed in the mask that is occurring currently.

Value = CurrentCustomValue(MainMask,CustomFormula)

#### CurrentMaxCustomValue

The CurrentMaxCustomValue statistical category returns an aggregated value that represents the greatest of the custom formula values evaluated over each interaction-related, durable action listed

in the mask that is occurring currently.

Value = CurrentMaxCustomValue(MainMask,CustomFormula)

### CurrentMinCustomValue

The CurrentMinCustomValue statistical category returns an aggregated value that represents the smallest of the custom formula values evaluated over each interaction-related, durable action listed in the mask that is occurring currently.

Value = CurrentMinCustomValue(MainMask,CustomFormula)