

# **GENESYS**

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### Stat Server User's Guide

Historical CustomValue Categories

## Historical CustomValue Categories

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### Important

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

### AverageCustomValue

# Value = $\frac{\text{TotalCustomValue(MainMask,Interval, CustomFormula)}}{\text{TotalNumber(MainMask,Interval)}}$

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 values evaluated over each interaction-related or UserEvent action listed in the mask that ended (for durable actions) or occurred (for instantaneous actions) during the interval from which the statistic is calculated.

#### MaxCustomValue

The MaxCustomValue statistical category returns an aggregated value that represents the greatest of the custom-formula values evaluated over each interaction-related or UserEvent action listed in the mask that ended (for durable actions) or occurred (for instantaneous actions) during the interval from which the statistic is calculated.

Value = MaxCustomValue(MainMask,Interval,CustomFormula)

### MinCustomValue

The MinCustomValue statistical category returns an aggregated value that represents the smallest of the custom-formula values evaluated over each interaction-related or UserEvent action listed in the mask that ended (for durable actions) or occurred (for instantaneous actions) during the interval from which the statistic is calculated.

Value = MinCustomValue(MainMask,Interval,CustomFormula)

### **TotalCustomValue**

The TotalCustomValue statistical category returns an aggregated value that represents the sum of the custom formula values evaluated over each interaction-related or UserEvent action listed in the mask that ended (for durable actions) or occurred (for instantaneous actions) during the interval from which the statistic is calculated.

Value = TotalCustomValue(MainMask,Interval,CustomFormula)

### Important

To keep the last calculated value and have sustainable results for the MinCustomValue and the AverageCustomValue categories, the appropriate filter must be applied. The filter should contain PairExist("key", "\*") validation for all UserData for interactions involved in the calculation. The PairExist("key", "\*") validation prevents formula calculation in cases where there is a missing key in UserData (the value for a missing key is always 0).