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Stat Server User's Guide

New in This Release

12/20/2025

New in This Release

This page highlights new or changed functionality that was introduced in Stat Server release 8.5.1.

New in Release 8.5.112.10

Release 8.5.112.10 introduces the following new features and functionality:

- Stat Server supports the following new **Agent Workbin actions**:
 - InteractionAbandonedDuringOffering
 - InteractionAccepted
 - InteractionAnswered
 - InteractionCleared
 - InteractionDistributed
 - InteractionEntered
 - InteractionReleased
 - InteractionWait

New in Release 8.5.112.07

Release 8.5.112.07 introduces the following new features and functionality:

- Stat Server supports **protected mode** in addition to normal mode during configuration reloads.
- The following new configuration option is added in the **[statserver]** section:
 - config-reload-delay-if-primary
- Stat Server supports Kernel Virtual Machine (KVM) on Windows and Linux.
- Stat Server supports Microsoft SQL Server 2017.

New in Release 8.5.110.20

Release 8.5.110.20 introduces the following new features and functionality:

- Stat Server supports changes of the interaction cost for **budget-based routing**.

New in Release 8.5.110.18

Release 8.5.110.18 introduces the following new features and functionality:

- Stat Server supports the **SinceLogin** time profile for blended agents.
- Stat Server supports the durable InteractionAgentPartyInProgress action for Tenants.
- Stat Server supports the new DoNotDisturb action on a media channel.
- The following new configuration options are added in the **[statserver]** section:
 - interaction-agent-party-in-progress-on-tenant-max-number
 - interaction-agent-party-in-progress-on-tenant-media-list
 - old-stats-remove

New in Release 8.5.110.05

Release 8.5.110.05 introduces the following new features and functionality:

- Enhanced tracking of a multimedia interaction associated with the virtual queue (VQ).
Stat Server continues to collect VQ tracking details using the EventCustom event, but now does so from all connected Interaction Servers that may participate in processing of the same interaction. This enhancement addresses cases where URS dispatches routing events through one Interaction Server and then offers the interaction with follow-up handling using another Interaction Server.

New in Release 8.5.110.03

Release 8.5.110.03 introduces the following new features and functionality:

- Stat Server supports **budget-based routing**.
- The following new configuration options, configured in the new **[budget]** section, have been added to support budget-based routing:
 - **Agent** or **Place** object:
 <media type name>
 - **MediaType** object:
 default-agent-budget
 default-cost
 default-cost-consult
 default-cost-inbound
 default-cost-internal
 default-cost-outbound

default-cost-unknown

- **Tenant** object:
 - default-agent-budget
 - default-cost
 - default-cost-consult
 - default-cost-inbound
 - default-cost-internal
 - default-cost-outbound
 - default-cost-unknown
 - enabled
 - interaction-cost-key

New in Release 8.5.109

Release 8.5.109 introduces the following new features and functionality:

- In addition to Warm Standby, Stat Server supports the Hot Standby redundancy mode for Stat Server high availability (HA) pairs on Windows and Linux platforms. See [Hot Standby](#) for more information.
- The following new configuration options, configured in the new **[ha]** section, have been added to support Hot Standby redundancy:
 - addp-remote-timeout
 - addp-timeout
 - addp-trace
 - chunk-size
 - chunk-timeout
 - connect-timeout
 - session-expiration-period
 - session-expiration-timeout
- Stat Server maps the content of the attribute_reason_desc from Interaction Server events to the value of the ReasonValue key in a UserData key-value list on Action for the CurrentState or in a Reasons key-value list for the CurrentStateReasons. See [CurrentState Categories](#) for more information.

New in Release 8.5.108

Release 8.5.108 introduces the following new features and functionality:

- Stat Server supports the **overload protection** method of reducing CPU consumption.
- The following new configuration options are added in the **[overload]** section:
 - allow-new-connections-during-overload
 - allow-new-requests-during-overload
 - cpu-cooldown-cycles
 - cpu-poll-timeout
 - cpu-threshold-high
 - cpu-threshold-low
 - cut-debug-log
 - protection
 - qos-default-overload-policy
 - qos-recovery-enable-lms-messages
- Stat Server supports the new DynamicOverloadPolicy option in the **[<stat type>]** section.
- Stat Server supports the retrospective InteractionAbandoned action for Tenants.
- Stat Server supports Windows Server 2016 and Windows Server 2016 Hyper-V.

New in Release 8.5.107

Release 8.5.107 introduces the following new features and functionality:

- Stat Server supports Sliding, Selection, and SinceLogin aggregation intervals in the the statistical category **Formula**.
- Stat Server logs operational statistics and current execution context into a special **StatFile** log file to help with diagnostics and troubleshooting.
- Stat Server supports the durable InteractionWait action for Tenants. The action is intended to track an interaction until it is actually handled by an agent.
- Stat Server supports the durable DND action on RegDN.
- Stat Server supports Red Hat Enterprise Linux 7.
- The following new configuration options are added in the **[statserver]** section:
 - interaction-wait-on-tenant-max-number
 - interaction-wait-on-tenant-media-list
 - stat-file-show-clients-list
 - stat-file-show-options
 - stat-file-timeout

New in Release 8.5.106

Release 8.5.106 introduces the following new features and functionality:

- Stat Server supports the statistical category **Formula** for the Growing time profile.
- Stat Server supports the **Ever Growing** time profile for a limited set of the float-valued categories.
- Stat Server supports the new **DialRemoteRelease** action on Campaign/CallingList statistical objects.
- Stat Server supports enable-thread, throttle-period, and throttle-threshold options.

New in Release 8.5.105

Release 8.5.105 introduces the following new features and functionality:

- Stat Server can be configured to undertake multiple attempts to register a DN.
- Stat Server supports **multiple business attribute values** in stat types.
- Stat Server supports new InteractionResponded action on a regular DN and on an agent or place.
- The following new configuration options are added in the **[statserver]** section:
 - reg-error-delay
 - reg-error-max-count

New in Release 8.5.104

Release 8.5.104 introduces the following new features and functionality:

- Stat Server supports new Routable and NotRoutable actions on an agent or place.
- New **DistinguishBy** feature is introduced.
- Stat Server supports new **ApplyFilterAtActionEndOnly** stat type option.
- Stat Server supports new ExternalServiceRequested and ExternalServiceResponded actions for Tenants.
- Stat Server supports the ActorType and RequestEnvelope **System attributes** on selected actions.
- The following new configuration options are added in the **[statserver]** section:
 - consult-acw-mode
 - suppress-user-data

New in Release 8.5.103

Release 8.5.103 introduces the following new features and functionality:

- New **GroupBy** feature is introduced.
- Support of the time zone specification in a growing TimeProfile definition.
- Stat Server supports the following new actions for Tenants:
 - InteractionAccepted
 - InteractionAnswered
 - InteractionReleased
- Stat Server supports new InteractionWait action on StagingArea.
- Stat Server supports new UserEventReceived action for a regular DN and mediation DN.
- Stat Server supports the AgentID System attribute on selected actions.
- Stat Server supports the GlobalUserData key-value list in filters and formulas.
- The following new configuration options are added in the statserver section:
 - interaction-wait-on-sa-max-number
 - interaction-wait-on-sa-media-list

New in Release 8.5.102

Release 8.5.102 introduces the following new features and functionality:

- Stat Server supports the following new actions for Tenants:
 - InteractionCreated
 - InteractionAbandonedDuringOffering
 - InteractionAccepted1
 - InteractionDeleted
 - InteractionPastAcceptServiceLevel
 - InteractionPastCompletionServiceLevel
- Stat Server calculates regular statistics on StagingArea for the following new actions:
 - InteractionPastAcceptServiceLevel
 - InteractionPastCompletionServiceLevel
- The ExpectedWaitTime2 statistical category is now applicable to voice media.
- The new backup-file-aggregates-store configuration option is added in the statserver section.
- Stat Server supports System key-value list in filters.
- Stat Server supports SuspendAll/ResumeAll/PeekAll batch requests from a client.

New in Release 8.5.101

Release 8.5.101 introduces the following new features and functionality:

- Stat Server supports the following new actions for a regular DN:
 - CallObserving...
 - CallOutboundOriginated
 - CallOutboundReceived
- Stat Server calculates regular statistics on StagingArea for the following new actions:
 - InteractionAbandonedDuringOffering
 - InteractionAccepted
 - InteractionAnswered
 - InteractionReleased
- Absolute paths are now mandatory for the [java-config]/jvm-path option. The JVM will not be initialized if the option is set to a relative path.
- Stat Server supports JDK 1.8.
- Stat Server includes functionality for the prevention of database update losses due to commit failures or loss of database server connection.
Two new database-related options are added:
 - db-timeout
 - db-txn-max-retries

New in Release 8.5.100

Release 8.5.100 introduces the following new features and functionality:

- Stat Server loads configuration data asynchronously. Therefore, during the initialization Stat Server is able to:
 - Immediately process changes of its configuration options.
 - Dynamically recognize configuration changes such as creating, deleting or editing of configuration objects.
 - Dynamically change the list of its connections.
- After a long disconnect from Configuration Server, when the history log expires, Stat Server is able to re-read its configuration. Therefore, Stat Server processes all configuration changes that were done during its disconnect to Configuration Server.
This new functionality is essential for large environments, where Stat Server initialization takes a long time.
- The reconnect-timeout option in the statserver section now is also applicable to the Stat Server

connection to Configuration Server.

- Stat Server calculates regular statistics on StagingArea for the following new actions:
 - InteractionCreated
 - InteractionEntered
 - InteractionDistributed
 - InteractionCleared
 - InteractionDistributedToQueue
 - InteractionDeleted

Stat Server Java Extensions do not need to be loaded for calculation of these statistics.