



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Stat Server User's Guide

Summary of Stat Server Actions

5/7/2025

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	✓					✓			✓

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)
CallConsultOriginated	✓					✓	✓		
CallConsultReceived	✓					✓	✓		
CallConsultStarted	✓					✓		✓	
CallDialConferenced	✓					✓			✓
CallDialTransferred	✓					✓			✓
CallDialed	✓					✓			✓
CallDialing	✓					✓	✓		
CallDialingStarted	✓					✓		✓	
CallDistributed			✓			✓			✓
CallDistributedToQueue			✓			✓			✓
CallEntered			✓			✓		✓	
CallForwarded (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)
CallForwarded (Mediation DNs)			✓			✓			✓
CallHeld	✓					✓		✓	
CallInbound	✓					✓	✓		
CallInboundCompleted	✓					✓			✓
CallInboundStarted	✓					✓		✓	
CallInternal	✓					✓	✓		
CallInternalCompleted	✓					✓			✓
CallInternalOriginated	✓					✓	✓		
CallInternalReceived	✓					✓	✓		
CallInternalStarted	✓					✓		✓	
CallMissed			✓			✓			✓
CallObserved...	✓					✓	✓		

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)
CallObserving...	✓					✓	✓		
CallOnHold	✓					✓	✓		
CallOutbound	✓					✓	✓		
CallOutboundCompleted	✓					✓			✓
CallOutboundOriginated	✓						✓		
CallOutboundReceived	✓						✓		
CallOutboundStarted	✓					✓		✓	
CallPartyChanged	✓					✓			✓
CallReleased (Mediation DNs)			✓			✓			✓
CallReleased (Virtual Queues)			✓			✓			✓
CallRetrievedFromHold	✓					✓			✓
CallRinging	✓					✓	✓		

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)
CallRingingPartyChanged (Regular DNs)	✓					✓			✓
CallRingingPartyChanged (Mediation DNs)			✓			✓			✓
CallRingingStarted	✓					✓		✓	
CallTransferMade	✓					✓		✓	
CallTransferPartyChanged	✓					✓		✓	
CallTransferTaken	✓					✓		✓	
CallTreatmentCompleted			✓			✓			✓
CallTreatmentNotStarted			✓			✓		✓	
CallTreatmentStarted			✓			✓		✓	
CallUnknown	✓					✓	✓		
CallUnknownCompleted	✓					✓			✓
CallUnknownStarted	✓					✓		✓	

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)
CallWait			✓			✓	✓		
CoachingByIntrusionInitiated		✓				✓		✓	
CoachingByRequestInitiated		✓				✓			✓
CoachingRequested		✓				✓		✓	
ConferenceJoined		✓				✓		✓	
ConferenceJoinedByIntrusion		✓				✓		✓	
ConferenceMade		✓				✓		✓	
DND	✓					✓	✓		
Delivering		✓				✓	✓		
DeliveringStarted		✓				✓		✓	
DNActive			✓				✓		
DNLogin			✓				✓		

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)
DNReady			✓				✓		
DoNotDisturb		✓				✓	✓		
ExternalServiceRequested (Tenants)					✓	✓		✓	
ExternalServiceResponded (Tenants)					✓	✓		✓	
Handling		✓				✓	✓		
HandlingInbound		✓				✓	✓		
HandlingInboundStarted		✓				✓		✓	
HandlingInternal		✓				✓	✓		
HandlingInternalStarted		✓				✓		✓	
HandlingOutbound		✓				✓	✓		
HandlingOutboundStarted		✓				✓		✓	
HandlingStarted		✓				✓		✓	

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)
InteractionAbandoned (Tenants)					✓	✓			✓
InteractionAbandonedDuringOffering (MediaChannels)		✓				✓			✓
InteractionAbandonedDuringOffering (StagingAreas)				✓		✓			✓
InteractionAbandonedDuringOffering (Tenants)					✓	✓			✓
InteractionAbandonedDuringOffering (Virtual Queues)			✓			✓			✓
InteractionAbandonedDuringOffering (Agent Workbin)						✓			✓
InteractionAccepted1					✓	✓			✓
InteractionAccepted (StagingAreas)				✓		✓			✓
InteractionAccepted (Tenants)					✓	✓			✓
InteractionAccepted (Agent Workbin)						✓			✓

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)
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	✓					✓		✓	

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