Stat Server User's Guide

Stat Server Actions for Agent Workbin
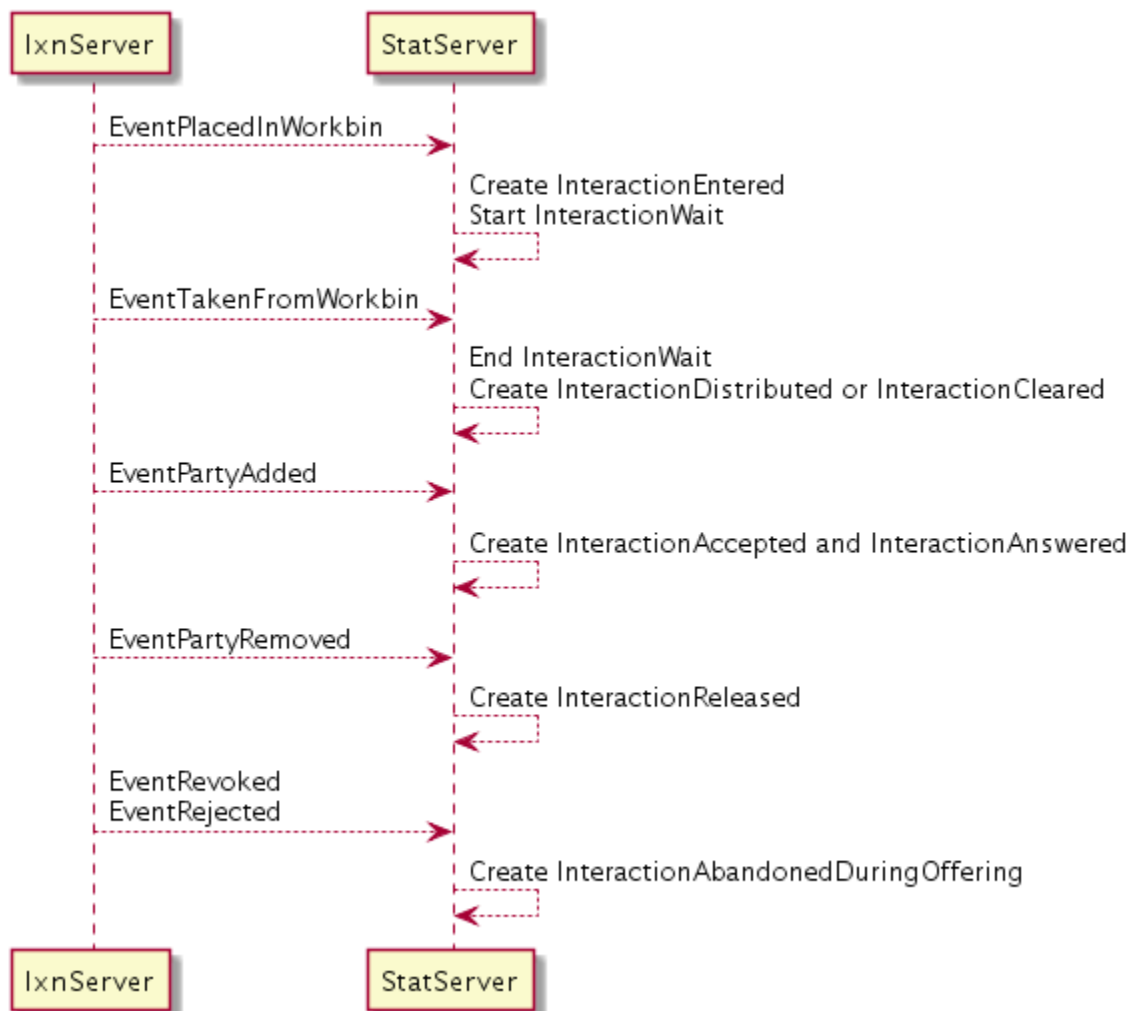
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Stat Server Actions for Agent Workbin

Starting with release 8.5.112.10, Stat Server supports Agent Workbin statistics. The agent workbin (<agent_id>@<workbin_type_id>) is defined by the following two attributes from Interaction Server events:

- `attr_itx_workbin_type_id`
- `attr_itx_agent_id`

Both attributes are added to System Key-Value Lists (system attributes) with the `WorkbinID` and `WorkbinOwnerID` key names.

Agent Workbin related Actions generation

Durable, Interaction-Related Actions

The following is the durable, interaction-related action that Stat Server generates on an Agent Workbin:

- InteractionWait (Agent Workbin)

Momentary, Interaction-Related Actions

The following is the momentary, interaction-related action that Stat Server generates on an Agent Workbin:

- InteractionEntered (Agent Workbin)

Retrospective, Interaction-Related Actions

The following are the retrospective, interaction-related actions, originated from Interaction Server that Stat Server generates on an Agent Workbin:

- InteractionAbandonedDuringOffering (Agent Workbin)
- InteractionAccepted (Agent Workbin)
- InteractionAnswered (Agent Workbin)
- InteractionCleared (Agent Workbin)
- InteractionDistributed (Agent Workbin)
- InteractionReleased (Agent Workbin)