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Stat Server User's Guide

Campaign Statistical Types

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Campaign Statistical Types

Stat Server provides two types of campaign-related statistics: telephony and campaign. The Subject, as defined in a stat type, differentiates the two types.

- *Telephony statistics* are calculated for Campaign and CampaignGroup objects. They are based on events that are received from T-Server and that concern telephony objects in a contact center. The subjects of these statistics, therefore, are objects other than Campaign objects.
- *Campaign statistics* are based on events received from Campaign Server, and their subjects are Campaign objects. These types of statistics can be divided into two groups:
 - General conditions statistics reflect conditions of the whole campaign and are calculated for Campaign and CampaignGroup objects.
 - Operational Actions statistics reflect details of the campaign's progress for all campaign-related objects.

Important

Stat Server ignores filters that are applied to statistics having a Campaign subject.