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Stat Server User's Guide

Creating Stat Type Definitions

4/15/2025

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Stat Type Formats

You define statistical types as sections on the **Options** tab (in Genesys Administrator) or on the **Application Options** (in Genesys Administrator Extension) within the Stat Server Application object. The name of the stat type is the name you assign to the section. Configure core stat types using the following format:

```
[NameOfCoreStatType]
  Objects = One or more objects separated by commas
  Category = One and only one statistical category
  Subject = One and only one subject
  MainMask = * and/or one or more actions separated by commas
              and optionally preceded by ~ (for NOT)
  RelMask = [optional, applicable if a MainMask is specified]
              * and/or one or more actions separated by commas
              and optionally preceded by ~ (for NOT)
  MediaType = media type
  UseSourceTimeStamps = yes or no
  ReasonStartOverridesStatusStart = yes or no
  Description = [optional] free-form text
  Formula = DistByConnID, <expression>, mandatory for
              CustomValue family of statistical categories.
  <business attribute name> = <business attribute value>
```

And Java stat types follow this format:

```
[NameOfJavaStatType]
  Objects = One or more objects separated by commas
  Category = JavaCategory
  JavaSubCategory = relative path (with respect to the value of
                        java-extensions-dir Stat Server configuration option) to the
                        .jar file of the loaded Stat Server Java Extension (SSJE) and
                        name of the statistical type within that Extension in the
                        format <relative path>:<statistical type name>.
  AggregationType = [optional]
                        One and only one aggregation type, applicable only if a SSJE
                        is loaded. Currently used only by Data Sourcing clients.
  MediaType = media type
  Description = [optional] free-form text
```

For more detailed descriptions of these configuration options, see the [Statistical Type Sections](#).

Starting with the 8.5.105 release, Stat Server supports multiple **business attribute** values, specified as a comma-separated list for a given business attribute, in the stat type definition. This is applicable to all statistical categories, except Compound Categories and JavaCategory.

Now it is possible to combine multiple business attributes in one stat type.

For example:

MediaType=chat,email

CustomerSegment=gold,silver

Stat Server does not check if values are correct as the same business attribute may have different correct values on different tenants.

Important

Currently, Stat Server Java Extensions either ignore business attribute specifiers in stat type definitions, or support only a single value in such specifiers.

Examples

The following examples illustrate the configuration of three sample stat type definitions as they appear in the configuration layer.

Example 1: Sample Stat Type Definition for Total Duration of Status for CallOutbound Actions

TotalOutboundStatusTime measures the total duration that agents, places, group of agents, or groups of places are in a CallOutbound state.

```
Full Definition
[TotalOutboundStatusTime]
  Objects = Agent,Place,GroupAgents,GroupPlaces
  Category = TotalTime
  MainMask = CallOutbound
  Subject = AgentStatus
```

Example 2: Sample Stat Type Definition for the Processing Time of Interactions

Strategy_Email_ProcessingTime measures the total processing time of e-mail interactions in a simple routing strategy. (Stat Server uses the RoutingStrategy object type to monitor Script objects in Configuration Server having Simple Routing type.)

```
Full Definition
[Strategy_Email_ProcessingTime]
  AggregationType=Total
  Category=JavaCategory
  JavaSubCategory=eserviceinteractionstat.jar:strategy-total processing time
  MediaType=email
  Objects=RoutingStrategy
```

Example 3: Sample Stat Type Definition for a Switch Object

Total_Number_of_Errors measures the total number of hardware errors that occurred at a switch. This statistic is only meaningful for Network T-Server applications.

```
Full Definition
```

```
[Total_Number_of_Errors]
  Category=TotalNumberErrors
  Objects=Switch
  MainMask=NotMonitored
  Subject=DNStatus
```