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Stat Server User's Guide

Status Priority Tables

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Status Priority Tables

Regular DN Status Priority Table

The Regular DN Status Priority Table defines the priority level and lists actions (separated by commas) in order of increasing priority, as follows:

- NotMonitored
- Monitored
- LoggedIn
- OnHook
- WaitForNextCall
- OffHook
- CallDialing
- CallRinging
- NotReadyForNextCall
- AfterCallWork
- CallOnHold
- CallUnknown
- CallConsult
- CallInternal
- CallOutbound
- CallInbound
- LoggedOut

Important

When determining status, Stat Server temporarily hides from consideration the corresponding DN action (CallInternal, CallInbound, CallOutbound, or CallUnknown) of an established telephony interaction on the same DN for the duration the interaction is on hold.

Two additional statuses, ASM_Engaged and ASM_Outbound, may appear if you have activated the active switching matrix (ASM). ASM_Engaged appears if an agent is waiting for a customer. ASM_Outbound call is similar to CallOutbound with the call being initiated within the ASM.

Agent Status Priority Table

The standard Agent Status Priority Table is the same as the standard Regular DN Status Priority Table. The only difference is in the status LoggedOut that is listed in the DN Status Priority Table, but never appears on a DN. Instead, the LoggedOut status is supported for agents and has the highest priority out of all agent statuses.

Mediation DN Status Priority Table

The standard Mediation DN Status Priority Table defines the priority level and lists actions (separated by commas) in order of increasing priority, as follows:

- NotMonitored
- Monitored

Stat Server uses this table for mediation DNs.

Important

Call-type actions that are not listed in the Regular DN Status Priority Table or Mediation DN Status Priority Table are not used to determine status. The regular DN actions LoggedIn and LoggedOut do not affect DN status either.

DN status inherits the attached data from the highest-priority action. You can use filters on the attached data, but you cannot apply custom formulas to it.

Keep in mind that:

- Because more than one action of the same kind can occur on a DN at one time, when such an action determines status, the attached data of the status cannot be predicted. Therefore, use filters cautiously with attached data for statuses.
- The duration of a status, in general, differs from the duration of underlying actions. A status begins when an action becomes the highest-priority current action. A status ends when another action becomes the new highest-priority current action. Therefore, for the duration of the same status, several similar actions may have succeeded one another.