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SIP Cluster Solution Guide

Configuring Stat Server

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Configuring Stat Server

Stat Server tracks information about customer interaction networks (contact center, enterprise-wide, or multi-enterprise telephony and computer networks). Stat Server also converts the data accumulated for directory numbers (DNs), agents, agent groups, and non-telephony-specific object types, such as e-mail and chat sessions, into statistically useful information, and passes these calculations to other software applications that request data.

See the [Stat Server Deployment Guide](#) for deploying Stat Server and [RTME Options Reference](#) for information about Stat Server configuration options.

Additional Stat Server configuration information

- In a SIP Cluster environment, Genesys recommends to set Stat Server options **[statserver]/reg-dns-chunk-delay=1** and **[statserver]/reg-dns-chunk-volume=100**.
- When the **Smart Proxy** module of all SIP Server applications is enabled in a SIP Cluster environment, connect all Stat Server applications to the SmartProxy port of the SIP Server application on the **Connections** tab of Stat Server applications.