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Stat Server

DN

5/10/2025

DN

Stat Server-related options are configured in the statserver or TServer sections on DNs.

statserver Section

The **load-balance-aht** (configured on the Stat Server application) and **suppress-user-data** (configured on the Switch object) options can be also configured on the Options tab of the DN object in the statserver section.

The following options are defined only on the Options tab of the DN object in the statserver section. The media-type option is only applicable for a Virtual Queue object.

- **media-type**
- **use-alt-enter-time**

media-type

Default Value: No default value

Valid Values: Any value, preconfigured within Configuration Server—in the Business Attributes/MediaType folder in Genesys Administrator

Changes Take Effect: Immediately upon notification

Modified: 8.5.102

Determine the media type of interactions that the virtual queue has been configured to handle. This option is set only for a Virtual Queue object. Only one media type should be configured for any given virtual queue. Starting with Stat Server release 8.5.102, voice is a valid value.

use-alt-enter-time

Default Value: no

Valid Values: yes, no

Changes Take Effect: Immediately upon notification

Determines whether Stat Server should use an alternative enter time when calculating the duration of some actions in some scenarios that involve virtual queues. The value of this dynamic option overrides the value of the **vq-use-alt-enter-time** global option that is set in the Stat Server application.

TServer Section

The following option is defined on the Options tab of the DN object in the TServer section.

- **multimedia**

multimedia

Default Value: no

Valid Values: yes, no

Changes Take Effect: Immediately upon notification

Determine whether the DN is capable of handling multiple, simultaneous interactions of differing media types.