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Stat Server

Tenant

12/15/2025

Tenant

The following options are defined on the Options tab in the Advanced View (Annex) of the Tenant object in the **[budget]** section:

- default-agent-budget
- default-cost
- default-cost-consult
- default-cost-inbound
- default-cost-internal
- default-cost-outbound
- default-cost-unknown
- enabled
- interaction-cost-key

default-agent-budget

Default Value: 0
Valid Values: 0 - 2147483647
Changes Take Effect: Immediately
Introduced: 8.5.110

Default agent budget for any media type.

default-cost

Default Value: 0
Valid Values: 0 - 2147483647
Changes Take Effect: Immediately
Introduced: 8.5.110

Default interaction cost for any media type.

default-cost-consult

Default Value: the value of the default-cost option
Valid Values: 0 - 2147483647
Changes Take Effect: Immediately
Introduced: 8.5.110

If defined, overrides the default-cost option for any media type for the particular Tenant.

default-cost-inbound

Default Value: the value of the default-cost option

Valid Values: 0 - 2147483647

Changes Take Effect: Immediately

Introduced: 8.5.110

If defined, overrides the default-cost option for any media type for the particular Tenant.

default-cost-internal

Default Value: the value of the default-cost option

Valid Values: 0 - 2147483647

Changes Take Effect: Immediately

Introduced: 8.5.110

If defined, overrides the default-cost option for any media type for the particular Tenant.

default-cost-outbound

Default Value: the value of the default-cost option

Valid Values: 0 - 2147483647

Changes Take Effect: Immediately

Introduced: 8.5.110

If defined, overrides the default-cost option for any media type for the particular Tenant.

default-cost-unknown

Default Value: the value of the default-cost option

Valid Values: 0 - 2147483647

Changes Take Effect: Immediately

Introduced: 8.5.110

If defined, overrides the default-cost option for any media type for the particular Tenant.

enabled

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Introduced: 8.5.110

Enables the budget model. If set to false, Stat Server does not provide the budget information in the CurrentTargetState statistic on agents. This option is recognized by URS.

interaction-cost-key

Default Value: InteractionCost

Valid Values: <key name>

Changes Take Effect: Immediately

Introduced: 8.5.110

Specifies the key in UserData, where the interaction cost is specified. If changed, all future interactions are affected. This option is recognized by URS.