



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Resource Capacity Planning Guide

Capacity Snapshots

5/11/2025

Capacity Snapshots

Stat Server logs capacity snapshots, which correspond to the capacity rules that you define.

Stat Server logs a capacity snapshot whenever certain events take place, including:

- Any time that a place associated with a voice DN is added to your configuration
- When the state of readiness at a particular place for a particular media type changes from NotReady to Ready or from Ready to NotReady
- When the state of readiness at a voice DN that has an agent logged into it changes, even if, starting with Stat Server 8.1.2, the DN is not associated with any place
- When assigned capacity rules are added, altered, or deleted
- As the number of concurrent or assignable interactions for each media type changes at a particular place or agent

Capacity Snapshot Formats

The format of the capacity snapshot depends on whether there is an association between the agent and a place.

No association exists between the agent and a place

Stat Server logs the capacity snapshot only for the agent, as follows:

```
<date> <time> <loglevel>: Capacity snapshot for agent  
'<agentID>' ('<tenant>') (CR='<CapacityRuleName>')
```

An association exists between the agent and a place

8.5.0 and 8.1.2

Stat Server 8.1.2 and 8.5.0

Starting with release 8.1.2, Stat Server logs separate capacity snapshots for the agent and place, as follows:

- For the agent:

```
<date> <time> <loglevel>: Capacity snapshot for agent
```

'<agentID>'('<tenant>'), '<placeID>'('<tenant>')

(CR='<CapacityRuleName>')

- For the place:

<date> <time> <loglevel>: Capacity snapshot for place

'<placeID>'('<tenant>'), '<agentID>'('<tenant>')

(CR='<CapacityRuleName>')

8.1.0

Stat Server 8.1.0 and lower releases

Stat Server 8.1.0 and lower releases logs the capacity snapshot for the place and associated agent, as follows:

<date> <time> <loglevel>: Capacity snapshot for place

'<placeID>'('<tenant>'), agent '<agentID>'('<tenant>')

(CR='<CapacityRuleName>')

media_state current_number max_number routable

<nowiki>-----</nowiki>

[S N₁ N₂ N₃] <-- <mediatype>

where [S N₁ N₂ N₃] is a *capacity vector* relating to one particular media type.

See [Capacity Vector](#) for more information.