Stat Server User’s Guide

Propagation of DN Actions

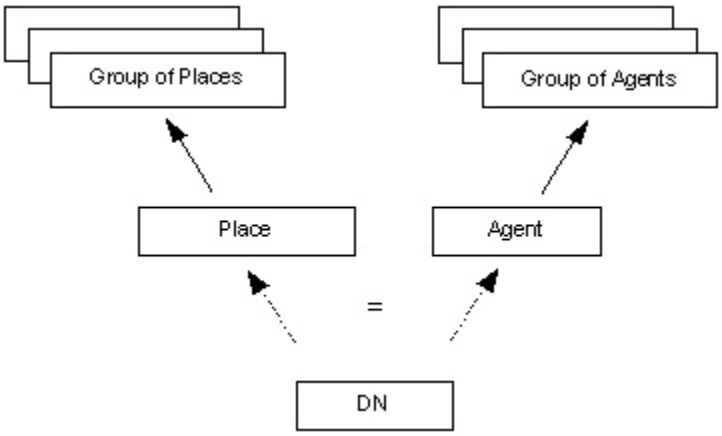
5/10/2025

Propagation of DN Actions

Every DN action propagates to higher-level objects. The path propagation takes depends on the Stat Server release.

8.5.0 and 8.1.2

Stat Server 8.1.2 and higher releases (8.1.2+)



Propagation Hierarchy of Regular DN Action in 8.1.2+

Beginning with Stat Server release 8.1.2, Stat Server propagates a DN action simultaneously to both:

- The place that is associated with the DN and then to the place group comprising the place.
- The agent who is logged in to the DN and then to the agent group comprising the agent.

The Figure illustrates this propagation scheme.

A mediation DN action propagates to all groups of queues comprising the DN where the action occurs.

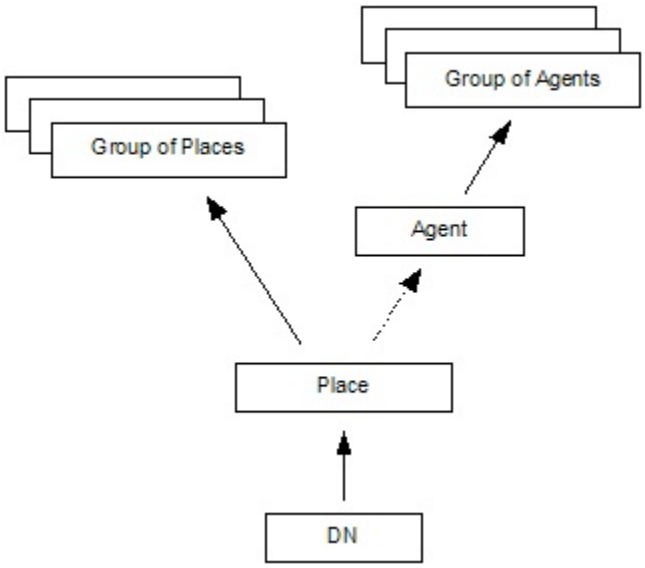
In the 8.1.2+ release, many agents can potentially be logged in to different DNs that are configured on the same place. Genesys, however, will recognize it as misconfiguration.

> **Important**

> In the case of the one-to-one association between the agent and the place ("normal" configuration), the same set of actions is propagated to the agent / agent-groups in 8.1.0^{-} and 8.1.2^{+} releases.

8.1.0

Stat Server 8.1.0 and lower releases (8.1.0^{-})



Propagation Hierarchy of Regular DN Action Prior to 8.1.2

In releases prior to 8.1.2, a DN action propagates to the place to which the DN is linked in the configuration for a regular DN. From the place, the action propagates to:

- The agent logged in at that place if there is such an agent.
- Place and agent groups comprising the place or the agent.

The action is considered to occur at the DN and at all objects above it, as illustrated in the Figure.

A mediation DN action propagates to all groups of queues comprising the DN where the action occurs.

The Figure shows the propagation scheme used by Stat Server 8.1.0 and lower releases (8.1.0^{-})—it illustrates a dynamic connection between agent and place and observes the general rule that when an agent is logged in at a place, the identical actions that occur for the agent also occur for the place. When an agent is not logged in anywhere, no actions are attributed to that agent.

In the Stat Server 8.1.0- model, a one-to-one association between the agent and the place is artificially enforced. Stat Server 8.1.0- uses the following rules in tracking the agent-place association:

- When an agent who is not logged in at a place logs in at a place's DN, s/he becomes logged in at that place.
- When an agent logged in at a place logs in at another place, s/he is no longer logged in at the former place.
- When an agent logs in at a place where another agent is already logged in, the latter agent is no longer logged in at the place.
- When an agent is logged in at a place, and s/he logs out from the place's last DN where s/he has been logged in, the agent is no longer logged in anywhere.

> **Important**
>
> Do not configure your system to allow more than one agent to log in at the same place or to allow the same agent to log in at more than one place; otherwise, Stat Server might fail to collect accurate information at the agent level.

Validity of Statistics

Stat Server reports a statistic as *invalid*:

- Whenever a DN propagated to that object changes its status to `NotMonitored` after all DNs propagated to the object had been in `Monitored` status.
- Whenever a statistical request is received for an object for which the last report was a status of `invalid`.

Stat Server reports a statistic as `valid` when the status of all DNs propagated to the object returns to `Monitored`.

Validity events are not sent for statistical categories `CurrentState`, `CurrentStateReasons`, `CurrentTargetState`.