Stat Server User's Guide

Summary of Stat Server Actions

5/8/2025

Summary of Stat Server Actions

The table below provides the high-level classifications for each action and summarizes the set of actions applicable for Stat Server applications operating in regular mode or restricted cluster (SS_C) mode. In this table, regular DN, SIP DN, and media-channel objects refer to the following object types:

- Agent
- GroupAgents
- Place
- GroupPlaces
- RegDN

Mediation DN objects refer to the following object types:

- Queue
- GroupQueues
- Routepoint

Campaign-related Stat Server actions are provided in Campaign Actions and Statuses.

Action	SS$_c$ Mode	Regular DN/ SIP DN Objects	Agent/Place Media Channels	Mediation DN Objects	Ixn-Related	Durable	Instantaneous (Momentary)	Instantaneous (Retrospective)
Accepted			✓		✓			✓
Active			✓			✓		
ACWCompleted	✓			✓	✓			✓
ACWMissed	✓			✓	✓			✓
AfterCallWork	✓	✓				✓		
AgentActive	✓			✓		✓		
AgentLogin (Regular DNs)	✓	✓					✓	
AgentLogin (Mediation DNs)	✓			✓		✓		
AgentLogout	✓	✓						✓
AgentReady	✓			✓		✓		
ASM_Engaged		✓			✓	✓		

Summary of Stat Server Actions

Action	SS$_c$ Mode	Regular DN/ SIP DN Objects	Agent/Place Media Channels	Mediation DN Objects	Ixn-Related	Durable	Instantaneous (Momentary)	Instantaneous (Retrospective)
ASM_Outbound		✓			✓	✓		
Available			✓			✓		
BeingCoached			✓		✓		✓	
BeingMonitored			✓		✓		✓	
Blocked			✓			✓		
CallAbandoned	✓			✓	✓			✓
CallAbandonedFromDialing	✓	✓			✓			✓
CallAbandonedFromHold	✓	✓			✓			✓
CallAbandonedFromRinging (Regular DNs)	✓	✓			✓			✓
CallAbandonedFromRinging (Mediation DNs)	✓			✓	✓			✓
CallAbandonedFromRinging (Virtual Queues)	✓			✓	✓			✓

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Action	SS$_c$ Mode	Regular DN/ SIP DN Objects	Agent/Place Media Channels	Mediation DN Objects	Ixn-Related	Durable	Instantaneous (Momentary)	Instantaneous (Retrospective)
CallAnswered (Regular DNs)	✓	✓			✓			✓
CallAnswered (Mediation DNs)	✓			✓	✓			✓
CallAnswered (Virtual Queues)	✓			✓	✓			✓
CallCleared	✓			✓	✓			✓
CallConferenceJoined	✓	✓			✓		✓	
CallConferenceMade	✓	✓			✓		✓	
CallConferenceOriginated	✓	✓			✓	✓		
CallConferencePartyAdded	✓	✓			✓		✓	
CallConferencePartyDeleted	✓	✓			✓		✓	
CallConsult	✓	✓			✓	✓		
CallConsultCompleted	✓	✓			✓			✓

Action	SS$_c$ Mode	Regular DN/ SIP DN Objects	Agent/Place Media Channels	Mediation DN Objects	Ixn-Related	Durable	Instantaneous (Momentary)	Instantaneous (Retrospective)
CallConsultOriginated	✓	✓			✓	✓		
CallConsultReceived	✓	✓			✓	✓		
CallConsultStarted	✓	✓			✓		✓	
CallDialConferenced	✓	✓			✓			✓
CallDialTransferred	✓	✓			✓			✓
CallDialed	✓	✓			✓			✓
CallDialing	✓	✓			✓	✓		
CallDialingStarted	✓	✓			✓		✓	
CallDistributed	✓			✓	✓			✓
CallDistributedToQueue	✓			✓	✓			✓
CallEntered	✓			✓	✓		✓	
CallForwarded (Regular DNs)	✓	✓			✓			✓

Action	SS$_c$ Mode	Regular DN/ SIP DN Objects	Agent/Place Media Channels	Mediation DN Objects	Ixn-Related	Durable	Instantaneous (Momentary)	Instantaneous (Retrospective)
CallForwarded (Mediation DNs)	✓			✓	✓			✓
CallHeld	✓	✓			✓		✓	
CallInbound	✓	✓			✓	✓		
CallInboundCompleted	✓	✓			✓			✓
CallInboundStarted	✓	✓			✓		✓	
CallInternal	✓	✓			✓	✓		
CallInternalCompleted	✓	✓			✓			✓
CallInternalOriginated	✓	✓			✓	✓		
CallInternalReceived	✓	✓			✓	✓		
CallInternalStarted	✓	✓			✓		✓	
CallMissed	✓			✓	✓			✓
CallObserved...	✓	✓			✓	✓		

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Action	SS$_c$ Mode	Regular DN/ SIP DN Objects	Agent/Place Media Channels	Mediation DN Objects	Ixn-Related	Durable	Instantaneous (Momentary)	Instantaneous (Retrospective)
CallOnHold	✓	✓			✓	✓		
CallOutbound	✓	✓			✓	✓		
CallOutboundCompleted	✓	✓			✓			✓
CallOutboundStarted	✓	✓			✓		✓	
CallPartyChanged	✓	✓			✓			✓
CallReleased (Mediation DNs)	✓			✓	✓			✓
CallReleased (Virtual Queues)	✓			✓	✓			✓
CallRetrievedFromHold	✓	✓			✓			✓
CallRinging	✓	✓			✓	✓		
CallRingingPartyChanged (Regular DNs)	✓	✓			✓			✓
CallRingingPartyChanged (Mediation DNs)				✓	✓			✓

Action	SS$_c$ Mode	Regular DN/ SIP DN Objects	Agent/Place Media Channels	Mediation DN Objects	Ixn-Related	Durable	Instantaneous (Momentary)	Instantaneous (Retrospective)
CallRingingStarted	✓	✓			✓		✓	
CallTransferMade	✓	✓			✓		✓	
CallTransferPartyChanged	✓	✓			✓		✓	
CallTransferTaken	✓	✓			✓		✓	
CallTreatmentCompleted	✓			✓	✓			✓
CallTreatmentNotStarted	✓			✓	✓		✓	
CallTreatmentStarted	✓			✓	✓		✓	
CallUnknown	✓	✓			✓	✓		
CallUnknownCompleted	✓	✓			✓			✓
CallUnknownStarted	✓	✓			✓		✓	
CallWait	✓			✓	✓	✓		
CoachingByIntrusionInitiated			✓		✓		✓	

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Action	SS_c Mode	Regular DN/ SIP DN Objects	Agent/Place Media Channels	Mediation DN Objects	Ixn-Related	Durable	Instantaneous (Momentary)	Instantaneous (Retrospective)
CoachingByRequestInitiated			✓		✓			✓
CoachingRequested			✓		✓		✓	
ConferenceJoined			✓		✓		✓	
ConferenceJoinedByIntrusion			✓		✓		✓	
ConferenceMade			✓		✓		✓	
Delivering			✓		✓	✓		
DeliveringStarted			✓		✓		✓	
DNActive	✓			✓		✓		
DNLogin	✓			✓		✓		
DNReady	✓			✓		✓		
Handling			✓		✓	✓		
HandlingInbound			✓		✓	✓		

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Action	SS$_c$ Mode	Regular DN/ SIP DN Objects	Agent/Place Media Channels	Mediation DN Objects	Ixn-Related	Durable	Instantaneous (Momentary)	Instantaneous (Retrospective)
HandlingInboundStarted			✓		✓		✓	
HandlingInternal			✓		✓	✓		
HandlingInternalStarted			✓		✓		✓	
HandlingOutbound			✓		✓	✓		
HandlingOutboundStarted			✓		✓		✓	
HandlingStarted			✓		✓		✓	
LoggedIn	✓	✓				✓		
LoggedOut	✓	✓				✓		
Monitored (Regular DNs)	✓	✓				✓		
Monitored (Mediation DNs)	✓			✓		✓		
MonitoringInitiated			✓		✓		✓	
NotMonitored	✓	✓				✓		

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(Regular DNs)								
NotMonitored (Mediation DNs)	✓			✓		✓		
NotReadyForNextCall	✓	✓				✓		
OffHook	✓	✓				✓		
OnHook	✓	✓				✓		
OrigDNCallAbandoned	✓	✓			✓			✓
OrigDNCallDistributed	✓	✓			✓			✓
OrigDNCallEntered	✓	✓			✓		✓	
OrigDNCallWait	✓	✓			✓	✓		
Pulled			✓		✓		✓	
Rejected			✓		✓			✓
Revoked			✓		✓			✓

Action	SS$_C$ Mode	Regular DN/ SIP DN Objects	Agent/Place Media Channels	Mediation DN Objects	Ixn-Related	Durable	Instantaneous (Momentary)	Instantaneous (Retrospective)
StartedInternal			✓		✓		✓	
StartedOutbound			✓		✓		✓	
StoppedInbound			✓		✓			✓
StoppedInternal			✓		✓			✓
StoppedOutbound			✓		✓			✓
StuckCallCleaned	✓			✓	✓			✓
StuckCallCleanedWhileRinging (Regular DNs)	✓	✓			✓			✓
StuckCallCleanedWhileRinging (Mediation DNs)	✓			✓	✓			✓
TransferMade			✓		✓		✓	
TransferTaken			✓		✓		✓	
TransferredFromHold	✓	✓			✓			✓
UserEvent	✓	✓					✓	

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(Regular DNs)								
UserEvent (Mediation DNs)	✓			✓			✓	
WaitForNextCall	✓	✓				✓		

Important

Although the names of many actions presume the processing of a voice interaction, these actions might also apply to other types of interactions—for example, chat sessions and e-mail.