Stat Server User's Guide

Campaign Statistics

12/16/2025

Campaign Statistics

This chapter introduces statistics that can be calculated for an outbound campaign. Information in this chapter is divided among the following topics:

- Campaign Objects
- Campaign Statistical Types
- Campaign Actions and Statuses
- Campaign-Related Statistical Category

This chapter does not apply to Stat Server applications that operate in restricted cluster mode.

Overview

Stat Server calculates campaign-related statistics based on the events received from Outbound Contact Server (OCS). Unlike T-Server, Stat Server does not connect directly to OCS to receive these statistics. Instead, OCS sends them in a specific event format to a mediator called a Communication DN, where Stat Server then reads them. During configuration of Outbound Contact Solution, the Communication DN is used exclusively for this purpose. Stat Server needs no additional configuration information to receive campaign-related statistics.