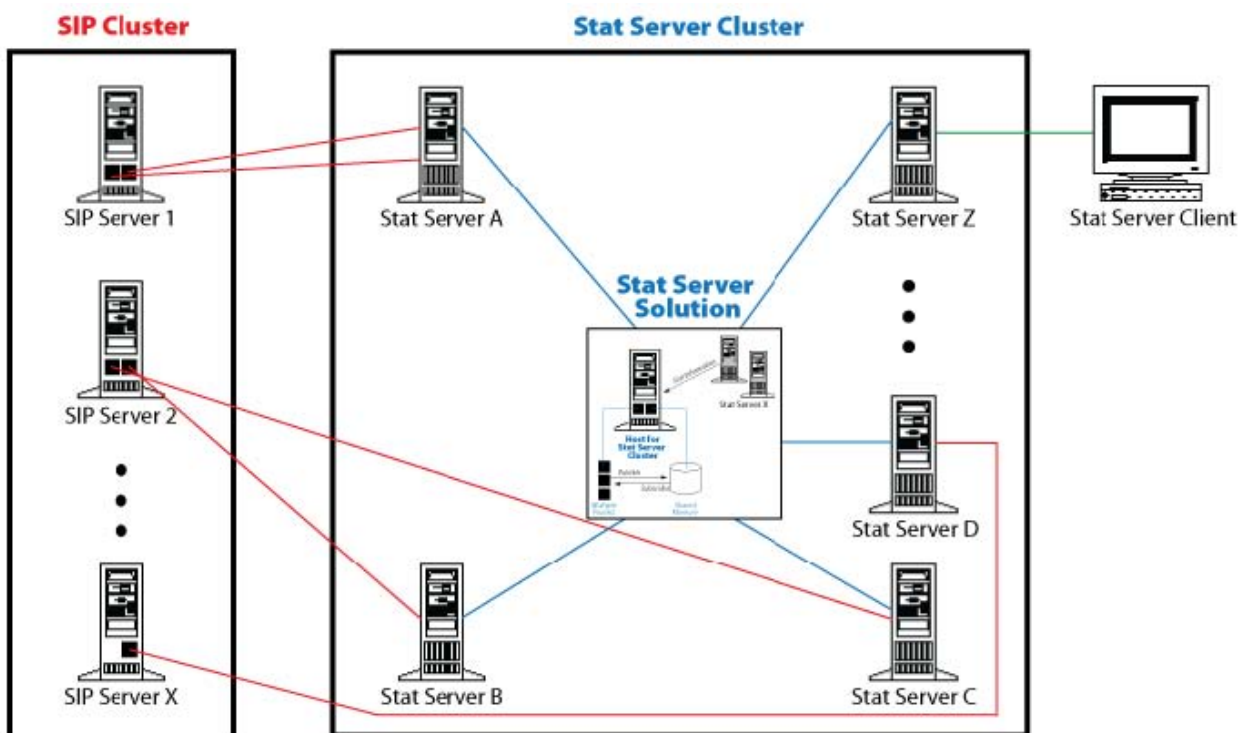# Stat Server User's Guide

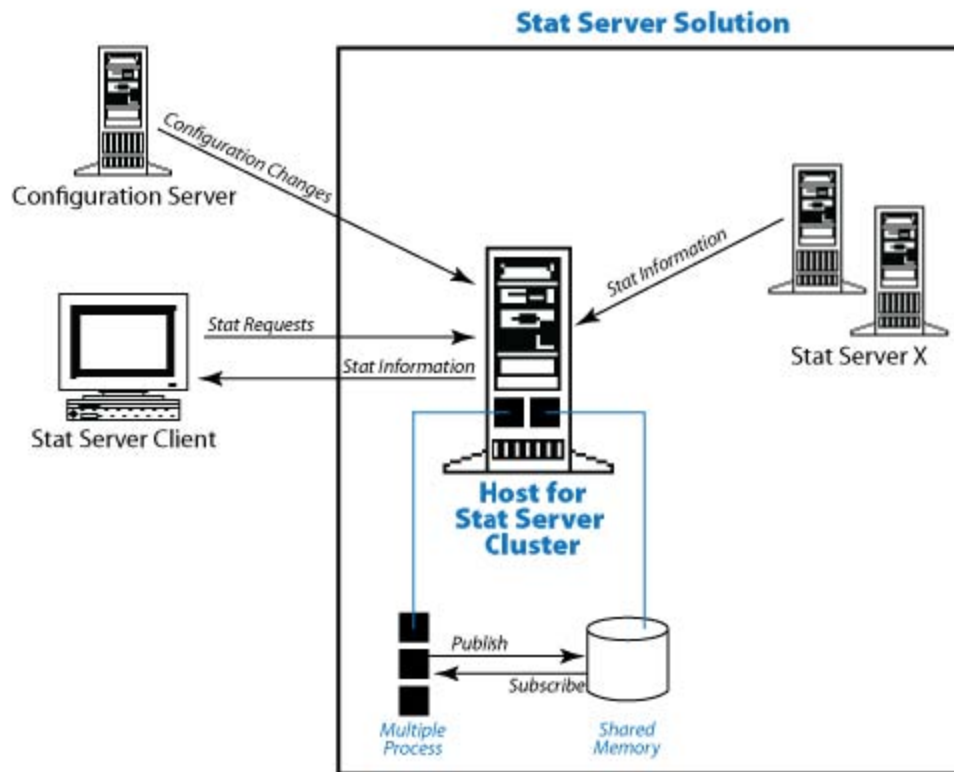## Stat Server Architecture in Cluster Mode

5/8/2025

Stat Server Architecture in Cluster Mode

To handle call volumes that exceed the capacity of one server, Stat Server 8.1.2 introduces the *clustered solution* approach, where call/agent notification processing is segmented and distributed along the various nodes of the cluster, but the cluster as a whole performs as a single system.

Stat Server, operating in restricted cluster mode, is a client of a SIP Cluster. For information on Genesys SIP Cluster technology, contact your Genesys representative. While operating in restricted cluster mode, Stat Server processes voice-only information initiated from a Session Initiation Protocol (SIP) switch. Because Stat Server must monitor every call in the system, Stat Server must be configured to monitor every node of the SIP cluster. The Figure below shows the architecture that supports Stat Server operating in restricted cluster mode:

A detailed view of the Stat Server solution appears in the following Figure:

Stat Server instances within the Stat Server cluster run on the same host and communicate to each other via shared memory.

Stat Server 8.1.2 uses a proprietary hybrid publish-subscribe system, which scales with the number of Stat Server instances in a cluster.

SIP Cluster Solution

While operating in restricted cluster mode, Stat Server supports connections to only those SIP Servers that are part of a SIP Server cluster. In the 8.1.1 release, the SIP Cluster Solution introduces T-Controller and Interaction Proxy modules, embedded within SIP Server. Each module has its own listening port and is specifically designed to provide the interface for monitoring calls (Interaction Proxy) or agent notifications (T-Controller). Stat Server cluster connects to both modules within each SIP Server instance.