

GENESYS

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Stat Server User's Guide

Current CustomValue Categories

Current Custom Value Categories

This section describes how Stat Server calculates statistics of the following current custom-value statistical categories:

- CurrentAverageCustomValue
- CurrentCustomValue
- CurrentMaxCustomValue
- CurrentMinCustomValue

Important

Configured stat types for current custom-value statistical categories must specify DNAction as the Subject.

CurrentAverageCustomValue

Value = $\frac{CurrentCustomValue(MainMask,CustomFormula)}{CurrentNumber(MainMask)}$

When the denominator is 0, the returned value is 0 (the numerator is always 0 in this case).

This category returns the average value of the custom formula of all ongoing actions listed in the main mask.

CurrentCustomValue

The CurrentCustomValue statistical category returns an aggregated value that represents the sum of the custom formula values evaluated over each interaction-related, durable action listed in the mask that is occurring currently.

Value = CurrentCustomValue(MainMask,CustomFormula)

CurrentMinCustomValue

The CurrentMinCustomValue statistical category returns an aggregated value that represents the smallest of the custom formula values evaluated over each interaction-related, durable action listed in the mask that is occurring currently.

Value = CurrentMinCustomValue(MainMask, CustomFormula)

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