

GENESYS

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Stat Server User's Guide

Historical CustomValue Categories

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Important

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

AverageCustomValue

Value = $\frac{\text{TotalCustomValue(MainMask,Interval, CustomFormula)}}{\text{TotalNumber(MainMask,Interval)}}$

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 values evaluated over each interaction-related or UserEvent action listed in the mask that ended (for durable actions) or occurred (for instantaneous actions) during the interval from which the statistic is calculated.

MaxCustomValue

The MaxCustomValue statistical category returns an aggregated value that represents the greatest of the custom-formula values evaluated over each interaction-related or UserEvent action listed in the mask that ended (for durable actions) or occurred (for instantaneous actions) during the interval from which the statistic is calculated.

Value = MaxCustomValue(MainMask,Interval,CustomFormula)

MinCustomValue

The MinCustomValue statistical category returns an aggregated value that represents the smallest of the custom-formula values evaluated over each interaction-related or UserEvent action listed in the mask that ended (for durable actions) or occurred (for instantaneous actions) during the interval from which the statistic is calculated.

Value = MinCustomValue(MainMask,Interval,CustomFormula)

TotalCustomValue

The TotalCustomValue statistical category returns an aggregated value that represents the sum of the custom formula values evaluated over each interaction-related or UserEvent action listed in the mask that ended (for durable actions) or occurred (for instantaneous actions) during the interval from which the statistic is calculated.

Value = TotalCustomValue(MainMask,Interval,CustomFormula)

Important

To keep the last calculated value and have sustainable results for the MinCustomValue and the AverageCustomValue categories, the appropriate filter must be applied. The filter should contain PairExist("key", "*") validation for all UserData for interactions involved in the calculation. The PairExist("key", "*") validation prevents formula calculation in cases where there is a missing key in UserData (the value for a missing key is always 0).