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Stat Server User's Guide

Stat Server Actions for Media-Channels

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Contents

- 1 Stat Server Actions for Media-Channels
 - 1.1 Durable, Non-Interaction-Related Actions
 - 1.2 Durable, Interaction-Related Actions
 - 1.3 Momentary, Interaction-Related Actions
 - 1.4 Retrospective, Interaction-Related Actions
 - 1.5 Attributes of Media-Channel Actions

Media-channel actions originate from an Interaction Server that is configured in Genesys eServices (previously called Multimedia). Media-channel actions are separated into the following two groups:

- Interaction-related actions, which reflect events arising from particular stages of interaction processing (identified by the InteractionID).
- Non-interaction-related actions, which are caused by events not stemming from any particular interaction.

Media-channel actions also can be categorized as durable or instantaneous.

Stat Server operating in restricted cluster mode does not maintain connection to Interaction Server (or other non-SIP T-Servers). Stat Server in regular mode retains the interaction ID of an interaction in memory, because this ID provides the criterion for distinguishing between actions.

Refer to the *Open Media Interaction Model Reference Guide* for information about Reporting protocol events.

Important

Some internal aliasing of action names permits voice-related actions to be used for multimedia stat types. For such stat types, however, Genesys recommends that you confine your selection of actions to only those that are listed in this section.

Durable, Non-Interaction-Related Actions

The following are the durable, non-interaction-related actions that Stat Server generates:

- Active
- Available
- Blocked

Durable, Interaction-Related Actions

The following are the durable, interaction-related actions that Stat Server generates on agent and place objects:

- Delivering
- DoNotDisturb
- Handling
- HandlingInbound
- HandlingInternal
- HandlingOutbound
- NotRoutable

- **Routable**

Momentary, Interaction-Related Actions

The following are the durable, interaction-related actions that Stat Server generates on agent and place objects:

- **BeingCoached**
- **BeingMonitored**
- **CoachingByIntrusionInitiated**
- **CoachingRequested**
- **ConferenceJoined**
- **ConferenceJoinedByIntrusion**
- **ConferenceMade**
- **DeliveringStarted**
- **HandlingInboundStarted**
- **HandlingInternalStarted**
- **HandlingOutboundStarted**
- **HandlingStarted**
- **InteractionResponded (MediaChannels)**
- **MonitoringInitiated**
- **Pulled**
- **StartedInternal**
- **StartedOutbound**
- **TransferMade**
- **TransferTaken**

Retrospective, Interaction-Related Actions

The following are the retrospective, interaction-related actions, originated from Interaction Server that Stat Server generates on agent and place objects:

- **Accepted**
- **CoachingByRequestInitiated**
- **InteractionAbandonedDuringOffering (MediaChannels)**
- **Rejected**
- **Revoked**
- **StoppedInbound**
- **StoppedInternal**

- **StoppedOutbound**

Attributes of Media-Channel Actions

The Table below lists all the possible action attributes that can be included with media-channel actions. These attributes deliver specific information that enables Stat Server to identify the objects that are related to each action, as well as additional information such as Reason codes.

Media-Channel Action Attributes	
Parameter Name	Description
InteractionID	The unique identifier assigned to the interaction by the Universal Contact Server (UCS) database or by another application that created the interaction.
MediaTypeID	The type of media used in the interaction.
EventTime	The time at which the event occurred, expressed as a UTC (Universal Time Coordinated) value.
PlaceID	The unique identifier of the place with which the agent who issued the request that resulted in this event is associated. This parameter is mandatory if the change of condition reported by this event was caused by a request from the agent.
TenantID	The unique identifier of the tenant associated with this event.
AgentID	The unique identifier of the agent who issued the request that resulted in this event. This parameter is mandatory if the change of condition reported by this event was caused by a request from the agent.
RouterID	The unique identifier of the router that issued the request that resulted in this event; or the unique identifier of the router to which this interaction is submitted (in the case of an EventRouting event). This parameter is mandatory if the change of condition reported by this event was caused by a request from the router.
StrategyID	The unique identifier of a strategy, the execution of which caused the router to issue the request that resulted in this event; or the unique identifier of a strategy to which this interaction is submitted (in the case of an EventRouting event). This attribute is mandatory if the change of condition reported by this event was caused by a request from the router.
MediaServerID	The Media Server that issued the request that resulted in this event.
Queue	The queue in which the interaction should be placed.
ParentInteractionID	The identifier stored in the UCS database for the parent interaction of the current interaction. This attribute is mandatory if the interaction is a child

Media-Channel Action Attributes	
	interaction.
Reason	The reason for the condition reported by this event.
UserData	The user-entered data attached to the interaction.
AddedProperties	The list of added properties.
ChangedProperties	The list of changed properties.
DeletedProperties	The list of deleted properties.
WorkbinTypeID	The type of workbin in which the interaction should be placed.
WorkbinAgentID	The Agent ID of the workbin in which the interaction should be placed. This attribute is mandatory if a workbin is defined for an agent.
WorkbinGroupID	The Agent Group ID of the workbin in which the interaction should be placed. This attribute is mandatory if a workbin is defined for a group of agents.
ViewID	The view that the agent used to pull the interaction.
TargetAgentID	The agent who pulled this interaction.
TargetPlaceID	The Place to which this interaction was pulled.
