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Stat Server User's Guide

Media-Channel Status Priorities

5/11/2025

Media-Channel Status Priorities

For DN types that enable the handling of media-channel interactions from Interaction Server (from the Genesys Multimedia Solution), Stat Server observes the following ranking, from lowest to highest:

- Active
- Available
- NotAvailable
- Blocked
- InteractionDelivering
- InteractionHandlingInternal
- InteractionHandlingOutbound
- InteractionHandlingInbound

This ranking is inherent to Stat Server and cannot be reconfigured otherwise.