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# Stat Server User's Guide

New in This Release

5/7/2025

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# New in This Release

<tabber> 8.5.0=

## Changes Introduced in Release 8.5.0

- Stat Server supports multiple Interaction Servers that handle the same Tenant.
- Stat Server supports the EventHint panic signal from Interaction Server. Refer to the *eServices Reference Manual* for more information about this feature.
- Stat Server supports Interaction Server Proxy.
- Stat Server supports direct connection to the database.
- Stat Server features a more robust DND model implementation for voice.
- Stat Server processes network messages (client and server) in a separate thread.
- Stat Server supports a higher number of concurrent client connections (on most platforms).
- Stat Server no longer supports Genesys suite-wide deployment wizards. All deployment wizards migrate to Genesys Administrator Extension (GAX):
  - **Resource Capacity Editor** of GAX covers all the functionality that was covered by the **Resource Capacity Wizard**.

|< 8.1.2=

## Changes Introduced in Release 8.1.2

- Stat Server supports Java Development Kit (JDK) version 1.7.
- Stat Server no longer supports the Package API.
- Stat Server supports a restricted release of SIP Cluster. Information about Stat Server functionality that pertains specifically to SIP Cluster environment is provided in this document; however, this functionality is not applicable to Stat Server deployed in a regular environment. For information on Genesys SIP Cluster technology, contact your Genesys representative.
- Ability for multiple intercommunicated Stat Server instances to operate in restricted cluster mode to handle the interactions that are distributed by the SIP Cluster solution.
- Stat Server supports hunt groups. See `CallAbandonedFromRinging` and `CallForwarded`.
- Stat Server in both its regular mode of operation and restricted cluster mode includes the following additional changes:
  - An improved Agent-Place model enables Stat Server to propagate DN-related activity to agents and places simultaneously, with agent and place maintaining total independence from each other. By contrast, in the former model, Stat Server maintained a strict Place-Agent association, where all DN

activity was propagated to the agent through the place.

- The resource capacity model no longer enforces an agent-place association.

| 8.1.0 =

## Changes Introduced in Release 8.1.0

- To better define statistics that are based on the time an agent spent in a particular reason code, this release provides the ReasonStartOverridesStatusStart stat type option.
- Stat Server 8.1 introduces the ExpectedWaitTime2 statistical category for use in statistics to provide estimates of wait-time in virtual queues where agent capacity to handle multiple, simultaneous nonvoice interactions is prevalent.