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Stat Server User's Guide

Object Descriptions

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Object Descriptions

Object types provide one aspect of a *statistical type* (stat type). Stat types are used to define a statistic. You specify objects within the **Objects** option of stat types. Object-type specification identifies which internal event model Stat Server uses in the acquisition of statistical values. The Table below describes all of the types of objects Stat Server monitors while operating in regular mode.

The object types Stat Server monitors while operating in restricted cluster mode are few in number. The column **Cluster** indicates if the object type applies to Stat Server operating in restricted cluster mode.

Stat Server Object Types and Descriptions

Object Type	Description	Cluster
RegDN	Regular DN (directory number) applies to the following DN type for Stat Server operating in regular mode: data, music, mixed, extension, ACD position, Voice Treatment port, voice mail, cellular, and CP (call-processing equipment). Except for extensions and Voice Treatment ports, all of these DN types require login events.	Yes
Agent	Stat Server tracks agents by a unique identification Employee ID.	Yes
Place	Stat Server tracks the activity of a place by using a unique PlaceID. Even if various agents move in and out of a place, Stat Server can record the total activity for the place.	
Queue	For the regular mode of operation, Stat Server tracks the activity occurring at: <ul style="list-style-type: none">• Automatic Call Distribution (ACD)-associated points at which calls wait for agent availability.• Virtual queue DNs, a special type of DN that is maintained by a CTI installation and whose behavior is identical to that of a routing point.	Yes

Object Type	Description	Cluster
	For the restricted cluster mode of operation, Stat Server tracks the activity occurring at virtual queue DNs only.	
RoutePoint	<p>Stat Server tracks the activity occurring at:</p> <ul style="list-style-type: none">• Regular routing point DNs, where calls wait for routing. These points might have different names on different switching platforms (for example, CDN, VDN, and so forth).• Virtual routing point DNs, which designate a special type of DN that is not associated with any particular target and where customer interactions wait while Universal Routing Server (URS) makes routing decisions.	Yes
GroupAgents	<p>This object type designates a collection of agents that is identified by a GroupID. An agent can be a member of more than one agent group. No matter where agents log in, their activity can be monitored as part of the group.</p> <p>Stat Server also attributes the activity of virtual agent groups to this object type. Virtual agent groups are dynamically generated within Configuration Server. Refer to Supported Virtual Agent Group Definitions for more information.</p>	Yes
GroupPlaces	<p>This object type designates a group of places. Each place that is part of the group has a unique PlaceID, which is associated with the GroupID.</p>	
GroupQueues	<p>This object type designates a group that includes the following Stat Server object types:</p> <ul style="list-style-type: none">• Queues (ACD and virtual)• Routing points (regular and virtual)	Yes

Object Type	Description	Cluster
	For Stat Server operating in restricted cluster mode, this object type enables measurement of queue groups comprised of virtual queues and routing points only.	
RoutingStrategy	This object type designates a routing strategy that is deployed by the Interaction Routing Designer Genesys tool and is manifested in Configuration Server as a Script object of subtype CFGSimpleRouting or CFGEhancedRouting.	
StagingArea	This object type corresponds to the Script Configuration Server type, CFGInteractionQueue or CFGInteractionWorkBin subtypes. It is analogous to the concept of queues for the eServices (formerly known as Multimedia) solution in which customer interactions may reside while they are being processed.	
Switch	This object type names a switch. You can collect only one piece of information for objects having this object type; namely, the total number of hardware errors that occurred at the switch. Refer to Creating Stat Type Definitions for an example of how to define this statistic.	
Tenant	An object that represents a business entity within the Configuration Server.	
Workbin	A queue-like entity for storing multimedia interactions through which agents explicitly pull interactions for further processing. In Configuration Server, workbins are managed as Script objects of type InteractionWorkbin.	

Tip

Stat Server, in either mode of operation, will ignore any object type specified in a stat type that is invalid for Stat Server's mode of operation. This disregard enables you to use the same stat-type configuration in either mode.