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Stat Server User's Guide

Statistical Subjects

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Statistical Subjects

The activities that are associated with one contact center interaction can be viewed from many perspectives. For example, when Agent A transfers one inbound call from his extension DN to Agent B, belonging to the same agent group, Stat Server generates:

- Several actions for each agent's DNs including:
 - CallInbound, CallOnHold, CallConsult, CallDialing, and Monitored, for Agent A
 - CallRinging and Monitored, for Agent B
- Several statuses for the Place A, that is associated with Agent A, including:
 - CallInbound for the Extension DN
 - WaitForNextCall on the Position DN
- Several statuses for the agents' group, TierII, including:
 - NotReadyForNextCall, for Agent A
 - WaitForNextCall, for Agent B

To define the perspective from which you want Stat Server to capture data for a statistic, you specify one *statistical subject* in the statistics's underlying stat type definition, by assigning a value to the Subject option. (This option is described in the [Stat Type Configuration Options](#) table). This chapter introduces the subjects that Stat Server recognizes and explains how they factor into the definition of a statistic.

This chapter contains the following sections:

- [A Recounting of Action Propagation](#)
- [The Subject Algorithm](#)