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Stat Server User's Guide

Status Priority Tables

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Status Priority Tables

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Regular DN=

Regular DN Status Priority Table

The standard Regular DN Status Priority Table, specified by the **DefaultDNSPT** configuration option, defines the priority level and lists actions (separated by commas) in order of increasing priority, as follows:

- NotMonitored
- Monitored
- LoggedIn
- OnHook
- WaitForNextCall
- OffHook
- CallDialing
- CallRinging
- NotReadyForNextCall
- AfterCallWork
- CallOnHold
- CallUnknown
- CallConsult
- CallInternal
- CallOutbound
- CallInbound
- LoggedOut

Important

When determining status, Stat Server temporarily hides from consideration the corresponding DN action (CallInternal, CallInbound, CallOutbound, or CallUnknown) of an established telephony interaction on the same DN for the duration the interaction is on hold.

Two additional statuses, `ASM_Engaged` and `ASM_Outbound`, may appear if you have activated the active switching matrix (ASM). `ASM_Engaged` appears if an agent is waiting for a customer. `ASM_Outbound` call is similar to `CallOutbound` with the call being initiated within the ASM.

It is possible to change the appearance of statuses by rearranging their order in the status priority tables, but this action changes the definition of many of the statuses, and Genesys does not recommend this action. Contact Genesys Customer Care for further information.

Stat Server uses the Regular DN Status Priority Table if the **DefaultDNSPT** option is not specified or if the option's value consists of an ellipsis (three consecutive dots).

The **DefaultDNSPT** option must consist of a string consisting of these actions (in any order, separated by commas) or a subset of these actions (with a single occurrence of an ellipsis in the comma-separated list). In the latter case, all missing actions in the list have greater priority than actions preceding the ellipsis, and lesser priority than actions following the ellipsis. The missing actions are prioritized as specified in the standard Regular DN Status Priority Table.

| - | Agent =

Agent Status Priority Table

The standard Agent Status Priority Table is the same as the standard Regular DN Status Priority Table. The only difference is in the status `LoggedOut` that is listed in the DN Status Priority Table, but never appears on a DN. Instead, the `LoggedOut` status is supported for agents and has the highest priority out of all agent statuses.

The required value format for the **DefaultAgentSPT** option is the same as that for **DefaultDNSPT**.

| - | Mediation DN =

Mediation DN Status Priority Table

The standard Mediation DN Status Priority Table defines the priority level and lists actions (separated by commas) in order of increasing priority, as follows:

- `NotMonitored`
- `Monitored`

Stat Server uses this table for mediation DNs if the **DefaultRPSPT** option is not specified or if its value consists of an ellipsis.

The **DefaultRPSPT** option must be a string consisting of actions (in any order, separated by commas) or of a subset of actions (with a single occurrence of an ellipsis in the comma-separated list). In the latter case, all missing actions have greater priority than actions preceding the ellipsis in the list, and lesser priority than actions following the ellipsis. The missing actions prioritize as specified in the standard Mediation DN Status Priority Table.

Important

Call-type actions that are not listed in the Regular DN Status Priority Table or Mediation DN Status Priority Table are not used to determine status. The regular DN actions LoggedIn and LoggedOut do not affect DN status either.

DN status inherits the attached data from the highest-priority action. You can use filters on the attached data, but you cannot apply custom formulas to it.

Keep in mind that:

- Because more than one action of the same kind can occur on a DN at one time, when such an action determines status, the attached data of the status cannot be predicted. Therefore, use filters cautiously with attached data for statuses.
- The duration of a status, in general, differs from the duration of underlying actions. A status begins when an action becomes the highest-priority current action. A status ends when another action becomes the new highest-priority current action. Therefore, for the duration of the same status, several similar actions may have succeeded one another.