Stat Server Deployment Guide

Table and Column Descriptions

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Table and Column Descriptions

The Stat Server database contains four tables:

<tabber>

LOGIN=

The LOGIN Table

The LOGIN table contains the history of login and logout activity for resources on both voice and multimedia channels. Stat Server writes to this table if the login-table configuration option is set to yes.

Stat Server detects login activity, for T-Server and SIP Server clients, upon receipt of an EventAgentLogin TEvent; Stat Server detects logout upon receipt of EventAgentLogout.

For medias reported through Interaction Server, the pair of EventAgentLogin and EventMediaAdded events are used in Stat Server logic to determine agent readiness to process interactions on a particular media channel. The EventMediaRemoved and EventAgentLogout are the triggering logout events.

Stat Server also writes login and logout records in LOGIN table even if EventMediaAdded and EventMediaRemoved events were not received from Interaction Server, but media channel was present in attr_media_list of Interaction event EventAgentLogin.

Table below describes the LOGIN table's fields, which are presented in order of appearance.

Field Name	Description
ID	Auto-generated primary key. Used only with Oracle RAC and if the identity-in-login-table option is set to yes.
APP_DBID	DBID of Stat Server application. Used only with Oracle RAC and if the identity-in-login-table option is set to yes.
SWITCHDBID	The DBID of the switch at whose DN the agent has logged in or out.
DNDBID	The DBID of the DN at which the agent has logged in or out. This value is 0 (zero) if the agent has logged in to or logged off a media channel.
QUEUEDBID	The DBID of the ACD queue where the agent has logged in or out.
AGENTDBID	The DBID of the agent who has logged in or out.
PLACEDBID	The DBID of the place where the agent has logged in or out.

Field Name	Description
STATUS	1 if the agent has logged in. 0 if the agent has logged out.
TIME	Time, in seconds since 1 January 1970 UTC (Universal Time Coordinated), when the related login or logout event occurred.
LOGINID	The login ID of the resource for this record. The initial size of this field, as defined in the `login.sql` script for your RDBMS, is 255 characters (200 characters for DB2) , but you can adjust it as appropriate for your environment. Where the agent has logged in to or logged off a media channel, this field stores the media type. Stat Server gathers this information from the `MediaType` attribute of the triggering TEvent.

|-| QINFO=

The QINFO Table

The `QINFO` table contains the history of voice interaction activities from the perspective of one or more mediation DNs that are registered to the Stat Server application. Stat Server writes to this table if the qinfo-table configuration option is set to yes. Table below describes this table's fields, which are presented in their order of appearance.

Field Name	Description		
QueueDBID	The queue's DBID.		
ConnID	An identifier that T-Server assigns to the connected call. The value in this field is 0 (zero) if the status is not related to the call. In multi-site scenarios, if the first transfer connection ID differs from the current connection ID associated with the call, the value stored in this field is the first transfer connection ID. Prior to Stat Server release 7.0.3, this field stored the current connection ID.		
Status	The status of the transition of a call through a queue whose DBID is displayed in the `QueueDBID` field (of this table). The possible values of 1–9 indicate the following statuses and durations:		
	Call Status	**Code**	**Duration**
	Diverted from queue	1	Time in queue
	Abandoned within queue	2	Time in queue
	Diverted from	3	Time in queue

Field Name	Description		
	queue (answered while ringing)		plus time spent ringing
	Diverted from queue (abandoned while ringing)	4	Time in queue plus time spent ringing
	Party changed from queue (for consultation calls only)	5	Time in queue plus time spent ringing until party changed
	Diverted from queue (forwarded)	6	Time in queue
	Call cleared from a virtual queue (diverted to an agent's DN from another virtual queue). This status is based on the CallCleared retrospective, instantaneous action.	7	Time in queue
	Call cleared after being stuck on a distribution DN	8	Time in queue
	Call cleared after being stuck while ringing at an agent's DN	9	Time at DN
StartTime	A sequence number representing the date and time when the status displayed in the Status field (of this table) began. The sequence begins with January 1, 1970, 12:01 AM UTC and increments every second. For example, 878159351 represents October 29, 1997, 13:09:11. Each new second represents an increment of 1 in the sequence.		
Duration	The duration, in seconds, of the status displayed in the Status field.		
EndTime	A sequence number representing the date and time when the status displayed in the Status field (of this table) ended. The sequence begins with		

Field Name	Description
	January 1, 1970, 12:01 AM, UTC, and increments each second. For example, 878159351 represents October 29, 1997, 13:09:11. Each new second represents an increment of 1 in the sequence.

|-| STATUS=

The STATUS Table

The STATUS table contains the history of status changes for agent and place resources. This table also stores the current status for such resources that persist more than 600 seconds. Stat Server determines place status by the highest ranking action (as defined by Stat Server status priority tables) that occurs at the DNs and medias it includes.

Starting with the 7.6.1 release, Stat Server supports status reporting for multimedia DNs—DNs capable of handling multiple simultaneous interactions. By setting the multimedia-activity-in-status-table configuration option to yes, Stat Server selectively accounts for non-voicerelated actions on multimedia DNs in the status records that are written to this table.

Starting with the 8.0 release, Stat Server records the interaction IDs of multimedia interactions when the ixn-id-in-status-table configuration option is set to yes.

> **Tip**
>
> The StartLocalTime, EndLocalTime, and IxnID fields appear only if the appropriate script was run to create the STATUS table.

Stat Server writes to this table only if the status-table configuration option is set to yes. Table below describes this table's fields, which are presented in their order of appearance.

Field Name	Description
ID	A unique key field used for internal purposes. Upon reaching 4,294,967,296 (that is, 2^{32}), Stat Server restarts the counter reusing all values starting from 1, provided that no records are associated with the IDs to be reused. **Warning!** To store new records after the number of records in the STATUS table reaches 4,294,967,296, clear the STATUS table. To keep previous records, back up this table's data into a backup database prior to clearing the table.
AgentDBID	The database ID (DBID) of an agent, logged into the place (which DBID is displayed in the Place DBID), or 0 (zero).
PlaceDBID	The DBID of a place or 0 (zero).

Field Name	Description
Status	The status of the place whose DBID appears in the PlaceDBID field or the status of the agent whose DBID appears in the AgentDBID field. If agent is logged into a place, he or she shares the status of the place and this status is written to the table. Agent status is written when the agent is not logged into any place. The following lists STATUS field values and their significance: <table><tr><td>4</td><td>WaitForNextCall (Ready)</td></tr><tr><td>5</td><td>OffHook</td></tr><tr><td>6</td><td>CallDialing</td></tr><tr><td>7</td><td>CallRinging</td></tr><tr><td>8</td><td>NotReadyForNextCall</td></tr><tr><td>9</td><td>AfterCallWork</td></tr><tr><td>13</td><td>CallOnHold</td></tr><tr><td>16</td><td>ASM_Engaged</td></tr><tr><td>17</td><td>ASM_Outbound</td></tr><tr><td>18</td><td>CallUnknown</td></tr><tr><td>19</td><td>CallConsult</td></tr><tr><td>20</td><td>CallInternal</td></tr><tr><td>21</td><td>CallOutbound</td></tr><tr><td>22</td><td>CallInbound</td></tr><tr><td>23</td><td>LoggedOut</td></tr></table>
StartTime	A sequence number representing the date and time when the status displayed in the Status field (of this table) began. The sequence begins with January 1, 1970, 12:01 AM UTC and increments each second. For example, 878159351 represents October 29, 1997, 13:09:11. Each new second is represented by an increment of 1 in the sequence.
Duration	The duration, in seconds, of the status displayed in the Status field in this table.
EndTime	A sequence number representing the date and time when the status displayed in the Status field (of this table) ended. The sequence begins with January 1, 1970, 12:01 AM, UTC, and increments each second. For example, 878159351 represents October 29, 1997, 13:09:11. Each new second is represented by an increment of 1 in the sequence. Beginning with the 7.1 release, if Stat Server is configured not to set status end times during updates (status-table-update-end-time-at-end-only set to yes), this field holds a 0 (zero) value if the status does not complete before the update of long-running statuses.
ConnID	An identification number that T-Server assigns to

Field Name	Description
	the connected call. The value in this field is 0 (zero) if the status is not related to a voice interaction. In multi-site scenarios, if the first transfer connection ID differs from the current connection ID associated with the call, the value stored in this field is the first transfer connection ID. Prior to Stat Server release 7.0.3, this field stored the current connection ID.
StartLocalTime	A string containing a user-defined format for the local time of status start. The format of the start local time is controlled by the time-format option. This field is populated if the local-time-in-status-table configuration option has been enabled.
EndLocalTime	A string that contains a user-defined format for the local time of status end. The format of the end local time is controlled by the time-format option. This field is populated if the local-time-in-status-table configuration option has been enabled.
IxnID	A string that contains the number that Interaction Server assigns to an interaction. The value of this field is null if the ixn-id-in-status-table configuration option is set to off or if the associated status for this record originated from a source other than Interaction Server. In conjunction with a yes setting for the ixn-id-in-status-table configuration option, it is also recommended, although not required, that you set multimedia-activity-in-status-table to true.

|-| VOICE_REASONS=

The VOICE_REASONS Table

Stat Server writes to the VOICE_REASONS table if the voice-reasons-table configuration option is set to yes in the Stat Server application. This table contains the history of hardware and software reasons for each agent to change or continue the Ready and NotReady states and the AfterCallWork work mode when handling voice interactions. (Hardware reasons are reported by the switch whereas software reasons are established at a software level by a request from a software application, such as an agent desktop.)

Stat Server retrieves Reasons information from data that is attached to the EventAgentReady and EventAgentNotReady TEvents for a DN assigned to a place that has a logged-in agent. Stat Server inserts reason records into the table retroactively—a record is added only after the Reasons value or work mode has changed or the DN state associated with the reason has ended.

The data from the Stat Server's VOICE_REASONS table is not available for custom reporting off the Stat Server database directly; therefore, no description of the VOICE_REASONS table structure is provided in this guide.

Reasons data is available to users of Genesys Info Mart releases 7.2–7.6. Refer to the *Genesys Info*

Mart Operations Guide for information about Reasons data in the Info Mart database.