GENESYS™

Stat Server User's Guide

Current Categories

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Current Categories

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CurrentAverageTime

The `CurrentAverageTime` statistical category provides the average of all durations of durable actions or of statuses listed in the mask that are occurring at that time. The durations are interpreted as the time from the beginning of a durable action or a status until the present moment.

```
Value = CurrentTime(MainMask)/CurrentNumber(RelativeMask)
```

When the denominator is 0, the returned value is 0.

This category results when the main mask and the relative mask coincide. A relative mask is required for this category. It returns, as a percentage, the quotient of the `CurrentTime` aggregated value for the main mask and the `CurrentNumber` aggregated value for the relative mask. Note that if the main mask contains actions absent from the relative mask, this percentage can exceed 100.

CurrentContinuousTime

The `CurrentContinuousTime` returns an aggregated value that provides the duration of time, in seconds, during which an object status belonged to the `MainMask`, or zero, if the current object status does not belong to the `MainMask`. Stat Server increments `CurrentContinuousTime` as soon as the object status is listed in the `MainMask`. Stat Server continues to increment `CurrentContinuousTime` if the object status changes but it still belongs to the `MainMask`. As soon as the object status changes and it is no longer part of the `MainMask`, `CurrentContinuousTime` statistics reset to zero.

```
Value = CurrentContinuousTime(MainMask)
```

Similar to `CurrentTime`, this statistical category is classified as current within the Genesys call model, even though it has an accumulation component. This statistical category applies only to stat types that have `Agent` and/or `Place` designated as their object—this category is not applicable for `GroupAgents` or `GroupPlaces` objects. This category is only applicable to the object status.

CurrentMaxTime

The `CurrentMaxTime` statistical category returns an aggregated value that provides the maximum duration among all durations of durable actions or of statuses listed in the mask that are occurring currently. The durations are interpreted as the time from the beginning of a durable action or a status until the present moment.

```
Value = CurrentMaxTime(MainMask)
```

CurrentMinTime

The `CurrentMinTime` statistical category returns an aggregated value that provides the minimum duration among all durations of durable actions or of statuses listed in the mask that are occurring currently. The durations are interpreted as the time from the beginning of a durable action or a status until the present moment.

```
Value = CurrentMinTime(MainMask)
```

CurrentNumber

The `CurrentNumber` statistical category returns an aggregated value that represents the total number of durable actions or of statuses listed in the mask that are occurring currently.

```
Value = CurrentNumber(MainMask)
```

CurrentNumberInTimeRange

The `CurrentNumberInTimeRange` statistical category returns an aggregated value that represents the total number of all durable actions or statuses listed in the mask that are occurring currently and whose duration is within the specified time range. Unlike other current aggregated values, this value depends not only on the mask, but also on the time range.

```
Value = CurrentNumberInTimeRange(MainMask,TimeRange)
```

CurrentNumberInTimeRangePercentage

A time range is required for this category. It returns, as a percentage, the ratio of the restricted `CurrentNumberInTimeRange` aggregated value and the `CurrentNumber` aggregated value—that is, the percentage of times the actions or statuses in the main mask had a duration within the specified time range, divided by the total number of times actions from the main mask occurred or ended during the specified interval.

```
Value = 100 x CurrentNumberInTimeRange(MainMask,TimeRange)/CurrentNumber(MainMask)
```

When the denominator is 0, the returned value is 0.

CurrentRelativeNumberPercentage

A relative mask is required for this category. It returns, as a percentage, the quotient of the `CurrentNumber` aggregated value for the main mask and the `CurrentNumber` aggregated value for the relative mask. Note that if the main mask includes actions or statuses that do not also appear in the relative mask, this percentage can exceed 100.

```
Value = 100 x CurrentNumber(MainMask)/CurrentNumber(RelativeMask)
```

CurrentRelativeTimePercentage

A relative mask is required for this category. It returns, as a percentage, the quotient of the `CurrentTime` aggregated value for the main mask and the `CurrentTime` aggregated value for the relative mask. Note that if the main mask contains or statuses actions absent from the relative mask, this percentage can exceed 100.

```
Value = 100 x CurrentTime(MainMask)/CurrentTime(RelativeMask)
```

When the denominator is 0, the returned value is 0.

CurrentTime

The `CurrentTime` statistical category returns an aggregated value that represents the sum of all durations, in seconds, of durable actions or of statuses listed in the mask that are occurring currently. The durations are interpreted as the time from the beginning of a durable action or a status until the present moment. Stat Server resets `CurrentTime` when different actions or statuses begin, even if they are part of the mask.

```
Value = CurrentTime(MainMask)
```