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Stat Server User's Guide

Stat Server Actions

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Stat Server Actions

Overview

Any sequence of events that T-Server or SIP Server reports causes Stat Server to generate an *action*. The same is true for a limited number of events that Interaction Server reports. Information on how Stat Server actions are classified and defined pertains to the values that you might specify in the **MainMask** and/or **RelMask** option; see the [Stat Type Configuration Options](#) table.

Actions are the "information atoms" of Stat Server; all statistical values are ultimately based on:

- Data about the occurrence of Stat Server actions.
- Data attached to TEvents starting an action or occurring during an action.
- Where applicable, an action's duration.

To make sense of any Stat Server statistic, you need to understand which actions are mapped to it and how they exist within a telephony environment. Here we classify the general subdivisions of Stat Server actions and describe individual actions.

- [Classifying DN Actions](#)
- [Summary of Stat Server Actions](#)
- [Propagation of DN Actions](#)
- [Action Descriptions](#)
- [Regular DN Actions](#)
- [Mediation DN Actions](#)
- [Media-Channel Actions](#)
- [StagingArea Actions](#)
- [Tenant Actions](#)
- [Agent Workbin Actions](#)

For information about Stat Server actions related to campaigns, see [Campaign Statistics](#).

DN Actions at Newly Registered DNs

Action descriptions contain information on how T-Server events cause Stat Server to generate actions. The actions, which start after DNs newly register, are determined by the data received with EventRegistered and, possibly, EventAddressInfo. This initialization, described in the next section, applies when Stat Server connects to T-Server for the first time, and when a lost connection is restored between Stat Server and T-Server or between T-Server and its switch.

When the Monitored action starts at a switch's DNs, Stat Server expects to receive the EventRegistered TEvent for every DN. If Stat Server receives an error instead of EventRegistered for a particular DN, Stat Server waits for any non-error event on behalf of this DN before resuming normal handling of event processing on this DN. Prior to the 7.0.3 release, Stat Server would not monitor such DNs at all.

If Stat Server receives EventRegistered for a DN without the Extensions attribute, Stat Server issues the TQueryAddress T-Library request for that DN and expects EventAddressInfo with info_type equal to AddressInfoDNStatus. The following regular DN actions can be affected by these events:

- LoggedOut—if LoggedOut is going on and EventRegistered or EventAddressInfo reports an AgentID for the DN, LoggedOut ends.
- WaitForNextCall, NotReadyForNextCall, and AfterCallWork:
 - If NotReadyForNextCall or AfterCallWork is going on at a DN for which EventRegistered or EventAddressInfo reports an AgentStatus of 2 (READY), then NotReadyForNextCall or AfterCallWork ends and WaitForNextCall starts.
 - If WaitForNextCall or AfterCallWork is going on at a DN for which EventRegistered or EventAddressInfo reports an AgentStatus of 3 (NOT_READY), then WaitForNextCall or AfterCallWork ends and NotReadyForNextCall starts.
 - If WaitForNextCall or NotReadyForNextCall is going on at a DN for which EventRegistered or EventAddressInfo reports an AgentStatus of 4 (ACW), then WaitForNextCall or NotReadyForNextCall ends and AfterCallWork starts. In this case, AfterCallWork is not interaction-related—that is, it has no attached ConnID and no corresponding calltype action.
 - If WaitForNextCall or AfterCallWork is going on at a DN for which EventRegistered or EventAddressInfo reports an AgentStatus of 5 (Walk_Away), then WaitForNextCall or AfterCallWork ends and NotReadyForNextCall starts.
 - CallUnknown, CallInternal, CallInternalOriginated, CallInternalReceived, CallInbound, CallOutbound, CallConsult, CallConsultOriginated, CallConsultReceived, CallUnknownStarted, CallInternalStarted, CallInboundStarted, CallOutboundStarted, and CallConsultStarted—one of the five momentary actions occurs and its corresponding durable action starts as soon as EventAddressInfo with info_type equal to AddressInfoCallsQuery reports the ongoing call type.