

GENESYS

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Stat Server User's Guide

Stat Server Actions for StagingArea

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Stat Server Actions for StagingArea

Important

StagingArea is not compatible with any other statistical objects. Stat type listed other object along with StagingArea will not be accepted by Stat Server.

Durable, Interaction-Related Actions

The following is the durable, interaction-related action that Stat Server generates on StagingArea:

InteractionWait (StagingAreas)

Momentary, Interaction-Related Actions

The following are the momentary, interaction-related actions that Stat Server generates on StagingArea:

- InteractionCreated (StagingAreas)
- InteractionEntered

Retrospective, Interaction-Related Actions

The following are the retrospective, interaction-related actions, originated from Interaction Server that Stat Server generates on StagingArea:

- InteractionAbandonedDuringOffering (StagingAreas)
- InteractionAccepted (StagingAreas)
- InteractionAnswered (StagingAreas)
- InteractionCleared
- InteractionDeleted (StagingAreas)
- InteractionDistributed
- InteractionDistributedToQueue
- InteractionPastAcceptServiceLevel (StagingAreas)
- InteractionPastCompletionServiceLevel (StagingAreas)
- · InteractionReleased (StagingAreas)

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