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Stat Server Deployment Guide

Physical Data Models for Stat Server Tables

12/16/2025

Physical Data Models for Stat Server Tables

In addition to the information on this page, there is also information on the following:

- [Table Schema by RDBMS](#)
- [Table and Column Descriptions](#)

Stat Server stores data if the status-table, qinfo-table, login-table, and/or voice-reasons-table configuration options are enabled.

Stat Server stores status data about places and agents in the STATUS table and data about queues in the QINFO table. Stat Server also maintains information about agent login and logout events in its LOGIN table. These tables are independent and do not reference each other. Genesys Info Mart 7.x and custom reporting use these tables.

The VOICE_REASONS table stores hardware and software reasons for agents to change or continue the Ready and NotReady states and the AfterCallWork work mode, when handling voice interactions. Genesys Info Mart 7.x uses this table and makes this data available for custom reporting.

DBID refers to the database identifier that the Configuration Layer assigns to an object when an enterprise is configured.

Important

Stat Server, while functioning in backup mode, does not write data to its database, even if configured to do so. This enables the primary or backup Stat Server, while functioning as the primary application, to store data to the same database.