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Stat Server Deployment Guide

Appendix C: Configuration Options Template

Appendix C: Configuration Options Template

Stat Server application template—Stat_Server_851.tpl in the templates subfolder—includes the following configuration options:

[statserver]

```
debug-level=Init,Client:6,Server,Action,Status,Mngmnt
DefaultAgentSPT=...
DefaultDNSPT=...
DefaultRPSPT=...
ignore-off-hook-on-position=no
management-port=3031
reconnect-timeout=10
reg-delay=3
status-table=off
local-time-in-status-table=off
qinfo-table=off
login-table=off
voice-reasons-table=off
time-format=%m/%d/%Y %H:%M:%S
auto-backup-interval=15
backup-file-name=ssbackup.000
check-stuck-calls=no
show-queued-interactions=no
```

[TimeRanges]

```
Range0-10=00-10
Range0-120=0-120
Range0-5=00-05
```

[TimeProfiles]

```
OneMinute,Growing = 0:00+0:01
OneHour,Growing = 0:00+1:00
SlidingDay,Sliding = 86400:3600
SlidingHour,Sliding = 3600:600
```

[log]

```
verbose=trace
all=stdout
```

[log-filter]

```
default-filter-type=skip
```

[common]

```
rebind-delay=0
```

[AbandCallsPercentage]

```
Category=RelativeNumberPercentage
```

MainMask=CallAbandoned
Objects=Queue, RoutePoint, GroupQueues
RelMask=CallDistributed, CallAbandoned
Subject=DNAAction

[AverAbandCallTime]

Category=AverageTime
MainMask=CallAbandoned
Objects=Queue, RoutePoint, GroupQueues
RelMask=CallAbandoned
Subject=DNAAction

[AverConsultDNStatusTime]

Category=AverageTime
MainMask=CallConsult
Objects=RegDN, Agent, Place, GroupAgents, GroupPlaces
RelMask=CallConsult
Subject=DNStatus

[AverConsultPlaceStatusTime]

Category=AverageTime
MainMask=CallConsult
Objects=Agent, Place, GroupAgents, GroupPlaces
RelMask=CallConsult
Subject=PlaceStatus

[AverConsultStatusTime]

Category=AverageTime
MainMask=CallConsult
Objects=Agent, Place, GroupAgents, GroupPlaces
RelMask=CallConsult
Subject=AgentStatus

[AverDistribCallTime]

Category=AverageTime
MainMask=CallDistributed
Objects=Queue, RoutePoint, GroupQueues
RelMask=CallDistributed
Subject=DNAAction

[AverHandleDNStatusTime]

Category=AverageTime
MainMask=CallInbound, CallOutbound, OfflineWorkType1
Objects=RegDN, Agent, Place, GroupAgents, GroupPlaces
RelMask=CallInbound, CallOutbound
Subject=DNStatus

[AverHandlePlaceStatusTime]

Category=AverageTime
MainMask=CallInbound, CallOutbound, OfflineWorkType1
Objects=Agent, Place, GroupAgents, GroupPlaces
RelMask=CallInbound, CallOutbound
Subject=PlaceStatus

[AverHandleStatusTime]

Category=AverageTime
MainMask=CallInbound, CallOutbound, OfflineWorkType1
Objects=Agent, Place, GroupAgents, GroupPlaces
RelMask=CallInbound, CallOutbound
Subject=AgentStatus

[AverInboundDNStatusTime]

Category=AverageTime
MainMask=CallInbound
Objects=RegDN, Agent, Place, GroupAgents, GroupPlaces
RelMask=CallInbound
Subject=DNStatus

[AverInboundPlaceStatusTime]

Category=AverageTime
MainMask=CallInbound
Objects=Agent, Place, GroupAgents, GroupPlaces
RelMask=CallInbound
Subject=PlaceStatus

[AverInboundStatusTime]

Category=AverageTime
MainMask=CallInbound
Objects=Agent, Place, GroupAgents, GroupPlaces
RelMask=CallInbound
Subject=AgentStatus

[AverOutboundDNStatusTime]

Category=AverageTime
MainMask=CallOutbound
Objects=RegDN, Agent, Place, GroupAgents, GroupPlaces
RelMask=CallOutbound
Subject=DNStatus

[AverOutboundPlaceStatusTime]

Category=AverageTime
MainMask=CallOutbound
Objects=Agent, Place, GroupAgents, GroupPlaces
RelMask=CallOutbound
Subject=PlaceStatus

[AverOutboundStatusTime]

Category=AverageTime
MainMask=CallOutbound
Objects=Agent, Place, GroupAgents, GroupPlaces
RelMask=CallOutbound
Subject=AgentStatus

[CurrentAgentState]

Category=CurrentState
MainMask=*
Objects=Agent
Subject=AgentStatus

[CurrentDNState]

Category=CurrentState
MainMask=*
Objects=RegDN
Subject=DNStatus

[CurrentGroupState]

Category=CurrentState
MainMask=*
Objects=GroupAgents, GroupPlaces
Subject=GroupStatus

[CurrentPlaceState]

Category=CurrentState
MainMask=*
Objects=Place
Subject=PlaceStatus

[CurrMaxCallWaitingTime]

Category=CurrentMaxTime
MainMask=CallWait
Objects=Queue, RoutePoint, GroupQueues
Subject=DNAction

[CurrNumberACWStatuses]

Category=CurrentNumber
MainMask=AfterCallWork
Objects=GroupAgents, GroupPlaces
Subject=AgentStatus

[CurrNumberConsultStatuses]

Category=CurrentNumber
MainMask=CallConsult
Objects=GroupAgents, GroupPlaces
Subject=AgentStatus

[CurrNumberDialingStatuses]

Category=CurrentNumber
MainMask=CallDialing
Objects=GroupAgents, GroupPlaces
Subject=AgentStatus

[CurrNumberHoldStatuses]

Category=CurrentNumber
MainMask=CallOnHold
Objects=GroupAgents, GroupPlaces
Subject=AgentStatus

[CurrNumberInboundStatuses]

Category=CurrentNumber
MainMask=CallInbound
Objects=GroupAgents, GroupPlaces
Subject=AgentStatus

[CurrNumberInternalStatuses]

Category=CurrentNumber

MainMask=CallInternal
Objects=GroupAgents, GroupPlaces
Subject=AgentStatus

[CurrNumberNotReadyStatuses]

Category=CurrentNumber
MainMask=NotReadyForNextCall
Objects=GroupAgents, GroupPlaces
Subject=AgentStatus

[CurrNumberOutboundStatuses]

Category=CurrentNumber
MainMask=CallOutbound
Objects=GroupAgents, GroupPlaces
Subject=AgentStatus

[CurrNumberRingingStatuses]

Category=CurrentNumber
MainMask=CallRinging
Objects=GroupAgents, GroupPlaces
Subject=AgentStatus

[CurrNumberWaitingCalls]

Category=CurrentNumber
MainMask=CallWait
Objects=Queue, RoutePoint, GroupQueues
Subject=DNAction

[CurrNumberWaitStatuses]

Category=CurrentNumber
MainMask=WaitForNextCall
Objects=GroupAgents, GroupPlaces
Subject=AgentStatus

[DistribCallsPercentage]

Category=RelativeNumberPercentage
MainMask=CallDistributed
Objects=Queue, RoutePoint, GroupQueues
RelMask=CallDistributed, CallAbandoned
Subject=DNAction

[ServiceFactor]

Category=TotalNumberInTimeRangePercentage
MainMask=CallDistributed
Objects=Queue, RoutePoint, GroupQueues
Subject=DNAction

[TotalAfterCallWorkDNStatusTime]

Category=TotalTime
MainMask=OfflineWorkType1
Objects=RegDN, Agent, Place, GroupAgents, GroupPlaces
Subject=DNStatus

[TotalAfterCallWorkPlaceStatusTime]

Category=TotalTime

MainMask=OfflineWorkType1
Objects=Agent, Place, GroupAgents, GroupPlaces
Subject=PlaceStatus

[TotalAfterCallWorkStatusTime]

Category=TotalTime
MainMask=OfflineWorkType1
Objects=Agent, Place, GroupAgents, GroupPlaces
Subject=AgentStatus

[TotalLoginTime]

Category=TotalTime
MainMask=*, ~LoggedOut, ~NotMonitored
Objects=Agent, GroupAgents
Subject=AgentStatus

[TotalNotReadyDNStatusTime]

Category=TotalTime
MainMask=NotReadyForNextCall
Objects=RegDN, Agent, Place, GroupAgents, GroupPlaces
Subject=DNStatus

[TotalNotReadyPlaceStatusTime]

Category=TotalTime
MainMask=NotReadyForNextCall
Objects=Agent, Place, GroupAgents, GroupPlaces
Subject=PlaceStatus

[TotalNotReadyStatusTime]

Category=TotalTime
MainMask=NotReadyForNextCall
Objects=Agent, Place, GroupAgents, GroupPlaces
Subject=AgentStatus

[TotalNumberCallsAband]

Category=TotalNumber
MainMask=CallAbandoned
Objects=Queue, RoutePoint, GroupQueues
Subject=DNAction

[TotalNumberCallsDistrib]

Category=TotalNumber
MainMask=CallDistributed
Objects=Queue, RoutePoint, GroupQueues
Subject=DNAction

[TotalNumberConsultCalls]

Category=TotalNumber
MainMask=CallConsult
Objects=RegDN, Agent, Place, GroupAgents, GroupPlaces
Subject=DNAction

[TotalNumberInboundCalls]

Category=TotalNumber
MainMask=CallInbound

Objects=RegDN, Agent, Place, GroupAgents, GroupPlaces
Subject=DNAAction

[TotalNumberInternalCalls]

Category=TotalNumber
MainMask=CallInternal
Objects=RegDN, Agent, Place, GroupAgents, GroupPlaces
Subject=DNAAction

[TotalNumberOutboundCalls]

Category=TotalNumber
MainMask=CallOutbound
Objects=RegDN, Agent, Place, GroupAgents, GroupPlaces
Subject=DNAAction

[TotalTalkDNStatusTime]

Category=TotalTime
MainMask=CallInbound, CallOutbound, CallInternal, CallConsult, CallUnknown
Objects=RegDN, Agent, Place, GroupAgents, GroupPlaces
Subject=DNStatus

[TotalTalkPlaceStatusTime]

Category=TotalTime
MainMask=CallInbound, CallOutbound, CallInternal, CallConsult, CallUnknown
Objects=Agent, Place, GroupAgents, GroupPlaces
Subject=PlaceStatus

[TotalTalkStatusTime]

Category=TotalTime
MainMask=CallInbound, CallOutbound, CallInternal, CallConsult, CallUnknown
Objects=Agent, Place, GroupAgents, GroupPlaces
Subject=AgentStatus

[IxnQ_Cleared]

Category=TotalNumber
MainMask=InteractionCleared
Objects=StagingArea
Subject=DNAAction

[IxnQ_Cleared_Time]

Category=TotalTime
MainMask=InteractionCleared
Objects=StagingArea
Subject=DNAAction

[IxnQ_Created]

Category=TotalNumber
MainMask=InteractionCreated
Objects=StagingArea
Subject=DNAAction

[IxnQ_Deleted]

Category=TotalNumber
MainMask=InteractionDeleted
Objects=StagingArea

Subject=DNAAction

[IxnQ_Deleted_Time]
Category=TotalTime
MainMask=InteractionDeleted
Objects=StagingArea
Subject=DNAAction

[IxnQ_Distributed]
Category=TotalNumber
MainMask=InteractionDistributed
Objects=StagingArea
Subject=DNAAction

[IxnQ_Distributed_Time]
Category=TotalTime
MainMask=InteractionDistributed
Objects=StagingArea
Subject=DNAAction

[IxnQ_Distributed_To_Queue]
Category=TotalNumber
MainMask=InteractionDistributedToQueue
Objects=StagingArea
Subject=DNAAction

[IxnQ_Entered]
Category=TotalNumber
MainMask=InteractionEntered
Objects=StagingArea
Subject=DNAAction

[IxnQ_InteractionAbandonedDuringOffering]
Category=TotalNumber
MainMask=InteractionAbandonedDuringOffering
Objects=StagingArea
Subject=DNAAction

[IxnQ_InteractionAbandonedDuringOffering_Time]
Category=TotalTime
MainMask=InteractionAbandonedDuringOffering
Objects=StagingArea
Subject=DNAAction

[IxnQ_InteractionAccepted]
Category=TotalNumber
MainMask=InteractionAccepted
Objects=StagingArea
Subject=DNAAction [IxnQ_InteractionAccepted_Time]
Category=TotalTime
MainMask=InteractionAccepted
Objects=StagingArea
Subject=DNAAction

[IxnQ_InteractionAnswered]

Category=TotalNumber
MainMask=InteractionAnswered
Objects=StagingArea
Subject=DNAAction

[IxnQ_InteractionAnswered_Time]

Category=TotalTime
MainMask=InteractionAnswered
Objects=StagingArea
Subject=DNAAction

[IxnQ_InteractionReleased]

Category=TotalNumber
MainMask=InteractionReleased
Objects=StagingArea
Subject=DNAAction

[IxnQ_InteractionReleased_Time]

Category=TotalTime
MainMask=InteractionReleased
Objects=StagingArea
Subject=DNAAction