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Stat Server User's Guide

Stat Server Actions for Agent Workbin

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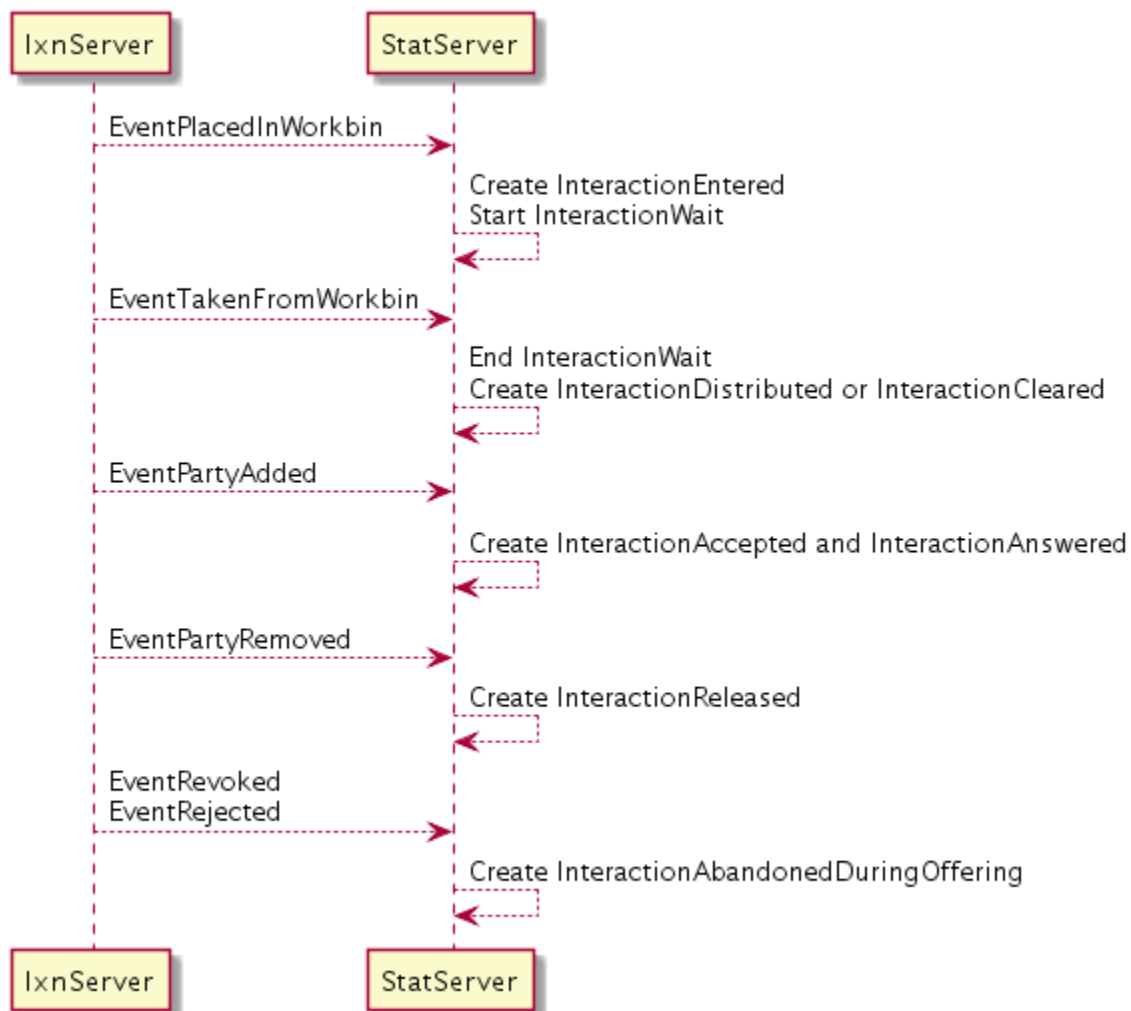
Stat Server Actions for Agent Workbin

Starting with release 8.5.112.10, Stat Server supports Agent Workbin statistics. The agent workbin (<agent_id>@<workbin_type_id>) is defined by the following two attributes from Interaction Server events:

- attr_itx_workbin_type_id
- attr_itx_agent_id

Both attributes are added to **System Key-Value Lists** (system attributes) with the WorkbinID and WorkbinOwnerID key names.

Agent Workbin related Actions generation



Durable, Interaction-Related Actions

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

- **InteractionWait (Agent Workbin)**

Momentary, Interaction-Related Actions

The following is the momentary, interaction-related action that Stat Server generates on an Agent Workbin:

- **InteractionEntered (Agent Workbin)**

Retrospective, Interaction-Related Actions

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

- **InteractionAbandonedDuringOffering (Agent Workbin)**
- **InteractionAccepted (Agent Workbin)**
- **InteractionAnswered (Agent Workbin)**
- **InteractionCleared (Agent Workbin)**
- **InteractionDistributed (Agent Workbin)**
- **InteractionReleased (Agent Workbin)**