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Stat Server User's Guide

Regular DN Status

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NotMonitored

This status coincides with the NotMonitored action, as well as when Stat Server cannot receive data from one or more T-Servers for a particular DN. This status also appears if you disable a particular DN within configuration layer.

Monitored

This status coincides with the Monitored action and appears only after initial connection to T-Server. This action disappears when Stat Server receives the EventRegistered TEvent from T-Server.

LoggedIn

This special status appears when Stat Server detects synchronization problems between T-Server and the PBX. This status's appearance indicates that T-Server was able to reconstruct agent login on a particular DN, but that T-Server was unable to obtain DN status from the PBX. Stat Server does not derive this status from actions, although the LoggedIn action does coincide with LoggedIn status. Only a few T-Server types generate this status.

To resolve these synchronization problems, you must manually clear this status by logging out of the DN for which this status appears, and then logging back in. Failure to do so causes Stat Server to calculate unreliable statistics. This status usually appears immediately following link disconnection of T-Server from the PBX.

When working with SIP Server or T-Server for some types of switches, Stat Server reports the LoggedIn status for an agent, a DN, or a place given the following conditions:

1. SIP Server or T-Server starts or restores its connection with the switch while an agent handles an interaction.
2. In response to a T-Server (or SIP Server) status query, the switch returns the Ready status for the agent and the NOT_IDLE status for the agent's DN; however, the switch does not provide any interaction identifiers.
3. When Stat Server registers for this DN, Stat Server receives Event Registered with the agent status Ready and with the DN status NOT_IDLE, but without interaction information.

Given this sequence of events, Stat Server then starts the LoggedIn status for this agent, DN, and/or place, which lasts until SIP Server or T-Server reports one of the following events for this DN:

- EventAgentNotReady
- EventAgentReady
- EventDialing

- EventDNDOn
- EventDNDOff
- EventOnHook
- EventOffHook
- EventAgentLogin
- EventAgentLogout
- EventLinkConnected
- EventLinkDisconnected
- EventRinging

Tip

See also [DN Actions at Newly Registered DNs](#).

New to Release 7.5 of Stat Server is its added ability to detect the LoggedIn status of switches named in virtual agent group (VAG) scripts. Previously, with regard to VAG scripts, Stat Server detected the LoggedIn status only of queues.

OnHook

This status appears on a DN under the following circumstances:

- The receiver is put back on the hook after having been previously off the hook.
- There is no activity on the DN.

AfterCallWork

This status appears when the agent sets a particular DN to a special post-interaction-processing mode, and no already-established telephony interactions are currently occurring on the DN.

CallConsult

This status appears when at least one telephony interaction of consult interaction type is currently established on a particular DN, and no other already-established telephony interactions of Internal, Outbound, or Inbound interaction type are currently occurring on the DN.

CallDialing

This status appears when a particular DN (phone receiver) is off-hook, the DN is in Ready state, dialing is in progress, and no other telephony activity is taking place on the DN.

CallInbound

This status appears when at least one telephony interaction of Inbound interaction type is currently occurring on the DN.

CallInternal

This status appears when at least one telephony interaction of Internal interaction type and no other already-established telephony interactions of Outbound or Inbound type are currently occurring on the DN.

CallOutbound

This status appears when at least one telephony interaction of Outbound interaction type and no other already-established telephony interactions of Inbound interaction type are currently occurring on the DN.

CallOnHold

This status appears when a telephony interaction—of any origin—is on hold at a particular DN, and no other already-established telephony interactions, which are not on hold, are currently occurring on the DN.

Stat Server removes from consideration the underlying DN action of an established telephony interaction while the interaction is on hold, thereby allowing:

- The CallOnHold status to prevail against other occurring DN actions (except CallConsult) when Stat Server determines DN status *on the same DN*.
- CallInbound, CallOutbound, CallInternal, or CallUnknown statuses to prevail when Stat Server determines overall agent or place status, which includes the status consideration of other DNs associated with the agent or place.

CallRinging

This status appears when the PBX alerts a particular DN of an incoming interaction, the DN is in Ready state, and no other already-established telephony interactions are currently in progress on the DN.

CallUnknown

This status appears when at least one telephony interaction of unknown origin is established, and no other already-established telephony interactions of known origin are currently occurring on the DN.

NotReadyForNextCall

This status appears when the agent sets a particular DN to a NotReady state (for example, the agent presses the Not Ready button), no other already-established telephony interactions are currently in progress for the DN, and the agent has not placed the DN in AfterCallWork mode.

OffHook

This status appears when the agent sets a particular DN to Ready state, and the only activity on the DN is that the phone receiver is off the hook.

WaitForNextCall

This status appears when no activity is currently in progress on a particular DN, and the agent has placed the DN in Ready state—for example, the agent presses the Ready button.

LoggedOut

This status never appears on a DN.