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Stat Server User's Guide

Stat Type Definitions in the Stat Server Application Template

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Stat Type Definitions in the Stat Server Application Template

The following stat type definitions are preconfigured in the Stat Server 8.5.1 application template. All of these are core stat types—they do not derive their values from a Java extension.

- [AbandCallsPercentage]
- [AverAbandCallTime]
- [AverConsultDNStatusTime]
- [AverConsultPlaceStatusTime]
- [AverConsultStatusTime]
- [AverDistribCallTime]
- [AverHandleDNStatusTime]
- [AverHandlePlaceStatusTime]
- [AverHandleStatusTime]
- [AverInboundDNStatusTime]
- [AverInboundPlaceStatusTime]
- [AverInboundStatusTime]
- [AverOutboundDNStatusTime]
- [AverOutboundPlaceStatusTime]
- [AverOutboundStatusTime]
- [CurrentAgentState]
- [CurrentDNState]
- [CurrentGroupState]
- [CurrentPlaceState]
- [CurrMaxCallWaitingTime]
- [CurrNumberACWStatuses]
- [CurrNumberConsultStatuses]
- [CurrNumberDialingStatuses]
- [CurrNumberHoldStatuses]
- [CurrNumberInboundStatuses]
- [CurrNumberInternalStatuses]
- [CurrNumberNotReadyStatuses]
- [CurrNumberOutboundStatuses]
- [CurrNumberRingingStatuses]
- [CurrNumberWaitingCalls]
- [CurrNumberWaitStatuses]
- [DistribCallsPercentage]
- [IxnQ_Cleared]
- [IxnQ_Cleared_Time]
- [IxnQ_Created]
- [IxnQ_Deleted]
- [IxnQ_Deleted_Time]
- [IxnQ_Distributed]
- [IxnQ_Distributed_Time]
- [IxnQ_Distributed_To_Queue]
- [IxnQ_Entered]
- [ServiceFactor]
- [TotalAfterCallWorkDNStatusTime]
- [TotalAfterCallWorkPlaceStatusTime]
- [TotalAfterCallWorkStatusTime]
- [TotalLoginTime]
- [TotalNotReadyDNStatusTime]
- [TotalNotReadyPlaceStatusTime]
- [TotalNotReadyStatusTime]
- [TotalNumberCallsAband]
- [TotalNumberCallsDistrib]
- [TotalNumberConsultCalls]
- [TotalNumberInboundCalls]
- [TotalNumberInternalCalls]
- [TotalNumberOutboundCalls]
- [TotalTalkDNStatusTime]
- [TotalTalkPlaceStatusTime]
- [TotalTalkStatusTime]