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Stat Server User's Guide

Media-channel status priorities

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Media-channel status priorities

For DN types that enable the handling of media-channel interactions from Interaction Server (from the Genesys eServices Solution), Stat Server observes the ranking shown in the table **Media-Channel status priorities** in order from lowest to highest. You cannot change the ranking order.

The **Media-Channel status priorities** table also maps the media-channel statuses and associated regular DN statuses:

Media-Channel status priorities

Media-Channel status (in ascending order)	Associated regular DN status
Active	LoggedIn
Available	WaitForNextCall
Blocked	NotReadyForNextCall
InteractionDelivering	CallRinging
InteractionHandlingInternal	CallInternal
InteractionHandlingOutbound	CallOutbound
InteractionHandlingInbound	CallInbound