Stat Server User's Guide

New in This Release

5/7/2025

New in This Release

This page highlights new or changed functionality that was introduced in Stat Server release 8.5.1.

New in Release 8.5.112.10

Release 8.5.112.10 introduces the following new features and functionality:

- Stat Server supports the following new Agent Workbin actions:
    - InteractionAbandonedDuringOffering
    - InteractionAccepted
    - InteractionAnswered
    - InteractionCleared
    - InteractionDistributed
    - InteractionEntered
    - InteractionReleased
    - InteractionWait

New in Release 8.5.112.07

Release 8.5.112.07 introduces the following new features and functionality:

- Stat Server supports protected mode in addition to normal mode during configuration reloads.
- The following new configuration option is added in the **[statserver]** section:
    - config-reload-delay-if-primary
- Stat Server supports Kernel Virtual Machine (KVM) on Windows and Linux.
- Stat Server supports Microsoft SQL Server 2017.

New in Release 8.5.110.20

Release 8.5.110.20 introduces the following new features and functionality:

- Stat Server supports changes of the interaction cost for budget-based routing.

New in Release 8.5.110.18

Release 8.5.110.18 introduces the following new features and functionality:

- Stat Server supports the SinceLogin time profile for blended agents.
- Stat Server supports the durable InteractionAgentPartyInProgress action for Tenants.
- Stat Server supports the new DoNotDisturb action on a media channel.
- The following new configuration options are added in the **[statserver]** section:
  - interaction-agent-party-in-progress-on-tenant-max-number
  - interaction-agent-party-in-progress-on-tenant-media-list
  - old-stats-remove

New in Release 8.5.110.05

Release 8.5.110.05 introduces the following new features and functionality:

- Enhanced tracking of a multimedia interaction associated with the virtual queue (VQ).
  Stat Server continues to collect VQ tracking details using the EventCustom event, but now does so from all connected Interaction Servers that may participate in processing of the same interaction. This enhancement addresses cases where URS dispatches routing events through one Interaction Server and then offers the interaction with follow-up handling using another Interaction Server.

New in Release 8.5.110.03

Release 8.5.110.03 introduces the following new features and functionality:

- Stat Server supports budget-based routing.
- The following new configuration options, configured in the new **[budget]** section, have been added to support budget-based routing:
  - **Agent** or **Place** object:
    <media type name>
  - **MediaType** object:
    default-agent-budget

    default-cost

    default-cost-consult

    default-cost-inbound

    default-cost-internal

    default-cost-outbound

default-cost-unknown

- **Tenant** object:
    default-agent-budget

    default-cost

    default-cost-consult

    default-cost-inbound

    default-cost-internal

    default-cost-outbound

    default-cost-unknown

    enabled

    interaction-cost-key

New in Release 8.5.109

Release 8.5.109 introduces the following new features and functionality:

- In addition to Warm Standby, Stat Server supports the Hot Standby redundancy mode for Stat Server high availability (HA) pairs on Windows and Linux platforms. See Hot Standby for more information.

- The following new configuration options, configured in the new **[ha]** section, have been added to support Hot Standby redundancy:

    - addp-remote-timeout

    - addp-timeout

    - addp-trace

    - chunk-size

    - chunk-timeout

    - connect-timeout

    - session-expiration-period

    - session-expiration-timeout

- Stat Server maps the content of the `attribute_reason_desc` from Interaction Server events to the value of the `ReasonValue` key in a `UserData` key-value list on Action for the `CurrentState` or in a `Reasons` key-value list for the `CurrentStateReasons`. See CurrentState Categories for more information.

New in Release 8.5.108

Release 8.5.108 introduces the following new features and functionality:

- Stat Server supports the overload protection method of reducing CPU consumption.
- The following new configuration options are added in the **[overload]** section:
  - allow-new-connections-during-overload
  - allow-new-requests-during-overload
  - cpu-cooldown-cycles
  - cpu-poll-timeout
  - cpu-threshold-high
  - cpu-threshold-low
  - cut-debug-log
  - protection
  - qos-default-overload-policy
  - qos-recovery-enable-lms-messages
- Stat Server supports the new DynamicOverloadPolicy option in the **[<stat type>]** section.
- Stat Server supports the retrospective InteractionAbandoned action for Tenants.
- Stat Server supports Windows Server 2016 and Windows Server 2016 Hyper-V.

New in Release 8.5.107

Release 8.5.107 introduces the following new features and functionality:

- Stat Server supports Sliding, Selection, and SinceLogin aggregation intervals in the the statistical category Formula.
- Stat Server logs operational statistics and current execution context into a special StatFile log file to help with diagnostics and troubleshooting.
- Stat Server supports the durable InteractionWait action for Tenants. The action is intended to track an interaction until it is actually handled by an agent.
- Stat Server supports the durable DND action on RegDN.
- Stat Server supports Red Hat Enterprise Linux 7.
- The following new configuration options are added in the **[statserver]** section:
  - interaction-wait-on-tenant-max-number
  - interaction-wait-on-tenant-media-list
  - stat-file-show-clients-list
  - stat-file-show-options
  - stat-file-timeout

New in Release 8.5.106

Release 8.5.106 introduces the following new features and functionality:

- Stat Server supports the statistical category Formula for the Growing time profile.
- Stat Server supports the Ever Growing time profile for a limited set of the float-valued categories.
- Stat Server supports the new DialRemoteRelease action on Campaign/CallingList statistical objects.
- Stat Server supports enable-thread, throttle-period, and throttle-threshold options.

New in Release 8.5.105

Release 8.5.105 introduces the following new features and functionality:

- Stat Server can be configured to undertake multiple attempts to register a DN.
- Stat Server supports multiple business attribute values in stat types.
- Stat Server supports new InteractionResponded action on a regular DN and on an agent or place.
- The following new configuration options are added in the **[statserver]** section:
    - reg-error-delay
    - reg-error-max-count

New in Release 8.5.104

Release 8.5.104 introduces the following new features and functionality:

- Stat Server supports new Routable and NotRoutable actions on an agent or place.
- New DistinquishBy feature is introduced.
- Stat Server supports new ApplyFilterAtActionEndOnly stat type option.
- Stat Server supports new ExternalServiceRequested and ExternalServiceResponded actions for Tenants.
- Stat Server supports the ActorType and RequestEnvelope System attributes on selected actions.
- The following new configuration options are added in the **[statserver]** section:
    - consult-acw-mode
    - suppress-user-data

New in Release 8.5.103

Release 8.5.103 introduces the following new features and functionality:

- New GroupBy feature is introduced.
- Support of the time zone specification in a growing `TimeProfile` definition.
- Stat Server supports the following new actions for Tenants:
  - InteractionAccepted
  - InteractionAnswered
  - InteractionReleased
- Stat Server supports new InteractionWait action on StagingArea.
- Stat Server supports new `UserEventReceived` action for a regular DN and mediation DN.
- Stat Server supports the `AgentID` System attribute on selected actions.
- Stat Server supports the `GlobalUserData` key-value list in filters and formulas.
- The following new configuration options are added in the `statserver` section:
  - interaction-wait-on-sa-max-number
  - interaction-wait-on-sa-media-list

New in Release 8.5.102

Release 8.5.102 introduces the following new features and functionality:

- Stat Server supports the following new actions for Tenants:
  - InteractionCreated
  - InteractionAbandonedDuringOffering
  - InteractionAccepted1
  - InteractionDeleted
  - InteractionPastAcceptServiceLevel
  - InteractionPastCompletionServiceLevel
- Stat Server calculates regular statistics on StagingArea for the following new actions:
  - InteractionPastAcceptServiceLevel
  - InteractionPastCompletionServiceLevel
- The `ExpectedWaitTime2` statistical category is now applicable to voice media.
- The new `backup-file-aggregates-store` configuration option is added in the `statserver` section.
- Stat Server supports System key-value list in filters.
- Stat Server supports `SuspendAll/ResumeAll/PeekAll` batch requests from a client.

New in Release 8.5.101

Release 8.5.101 introduces the following new features and functionality:

- Stat Server supports the following new actions for a regular DN:

    - CallObserving…

    - CallOutboundOriginated

    - CallOutboundReceived

- Stat Server calculates regular statistics on StagingArea for the following new actions:

    - InteractionAbandonedDuringOffering

    - InteractionAccepted

    - InteractionAnswered

    - InteractionReleased

- Absolute paths are now mandatory for the `[java-config]/jvm-path` option. The JVM will not be initialized if the option is set to a relative path.

- Stat Server supports JDK 1.8.

- Stat Server includes functionality for the prevention of database update losses due to commit failures or loss of database server connection.
  Two new database-related options are added:

    - db-timeout

    - db-txn-max-retries

New in Release 8.5.100

Release 8.5.100 introduces the following new features and functionality:

- Stat Server loads configuration data asynchronously. Therefore, during the initialization Stat Server is able to:

    - Immediately process changes of its configuration options.

    - Dynamically recognize configuration changes such as creating, deleting or editing of configuration objects.

    - Dynamically change the list of its connections.

- After a long disconnect from Configuration Server, when the history log expires, Stat Server is able to re-read its configuration. Therefore, Stat Server processes all configuration changes that were done during its disconnect to Configuration Server.
  This new functionality is essential for large environments, where Stat Server initialization takes a long time.

- The `reconnect-timeout` option in the `statserver` section now is also applicable to the Stat Server

connection to Configuration Server.

- Stat Server calculates regular statistics on StagingArea for the following new actions:
  - InteractionCreated
  - InteractionEntered
  - InteractionDistributed
  - InteractionCleared
  - InteractionDistributedToQueue
  - InteractionDeleted

Stat Server Java Extensions do not need to be loaded for calculation of these statistics.