Stat Server User's Guide

Object Descriptions

5/8/2025

Object Descriptions

Object types provide one aspect of a *statistical type* (stat type). Stat types are used to define a statistic. You specify objects within the **Objects** option of stat types. Object-type specification identifies which internal event model Stat Server uses in the acquisition of statistical values. The Table below describes all of the types of objects Stat Server monitors.

Stat Server Object Types and Descriptions

Object Type	Description	
RegDN	Regular DN (directory number) applies to the following DN type: data, music, mixed, extension, ACD position, Voice Treatment port, voice mail, cellular, and CP (call-processing equipment). Except for extensions for Meridian-like T-Servers and Voice Treatment ports, all of these DN types require login events.	
Agent	Stat Server tracks agents by a unique identification Employee ID.	
Place	Stat Server tracks the activity of a place by using a unique PlaceID. Even if various agents move in and out of a place, Stat Server can record the total activity for the place.	
Queue	Stat Server tracks the activity occurring at: • Automatic Call Distribution (ACD)-associated points at which calls wait for agent availability. • Virtual queue DNs, a special type of DN that is maintained by a CTI installation and whose behavior is identical to that of a routing point.	
RoutePoint	Stat Server tracks the activity occurring at: • Regular routing point DNs,	

Object Type	Description	
	where calls wait for routing. These points might have different names on different switching platforms (for example, CDN, VDN, and so forth). • Virtual routing point DNs, which designate a special type of DN that is not associated with any particular target and where customer interactions wait while Universal Routing Server (URS) makes routing decisions.	
GroupAgents	This object type designates a collection of agents that is identified by a `GroupID`. An agent can be a member of more than one agent group. No matter where agents log in, their activity can be monitored as part of the group. Stat Server also attributes the activity of virtual agent groups to this object type. Virtual agent groups are dynamically generated within Configuration Server. Refer to Supported Virtual Agent Group Definitions for more information.	
GroupPlaces	This object type designates a group of places. Each place that is part of the group has a unique `PlaceID`, which is associated with the `GroupID`.	
GroupQueues	This object type designates a group that includes the following Stat Server object types: • Queues (ACD and virtual) • Routing points (regular and virtual)	
RoutingStrategy	This object type designates a routing strategy that is deployed by the Interaction Routing Designer Genesys tool and is manifested in Configuration Server as a `Script` object of type `Simple Routing` or `Enhanced`	

Object Type	Description	
	Routing.	
StagingArea	This object type corresponds to the Script Configuration Server of type Interaction Queue. It is analogous to the concept of queues for the eServices (formerly known as Multimedia) solution in which customer interactions may reside while they are being processed.	
Switch	This object type names a switch. You can collect only one piece of information for objects having this object type; namely, the total number of hardware errors that occurred at the switch. Refer to Creating Stat Type Definitions for an example of how to define this statistic.	
Tenant	An object that represents a business entity within the Configuration Server.	