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Stat Server User's Guide

Stat Server Actions for Regular DNs

12/17/2025

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Durable, Non-Interaction-Related Actions

The following are the durable, non-interaction-related actions that Stat Server generates on regular DNs:

- `AfterCallWork`
- `CallOutboundOriginated`
- `CallOutboundReceived`
- `LoggedIn`
- `LoggedOut`
- `Monitored (Regular DNs)`
- `NotMonitored (Regular DNs)`
- `NotReadyForNextCall`
- `OffHook`
- `OnHook`
- `UserEventReceived (Regular DNs)`
- `WaitForNextCall`

Tip

`AfterCallWork` can be related to an interaction or not. Hence, this action is listed both in this section and in the Durable, Interaction-Related Actions.

Durable, Interaction-Related Actions

The following are the durable, interaction-related actions that Stat Server generates on regular DNs:

- `AfterCallWork`
- `ASM_Engaged`
- `ASM_Outbound`
- `CallConferenceOriginated`
- `CallConsult`
- `CallConsultOriginated`
- `CallConsultReceived`
- `CallDialing`
- `CallInbound`
- `CallInternal`

- `CallInternalOriginated`
- `CallInternalReceived`
- `CallObserved...`
- `CallObserving...`
- `CallOnHold`
- `CallOutbound`
- `CallRinging`
- `CallUnknown`
- `DND`

Tip

`AfterCallWork` can be related to an interaction or not. Hence, this action is listed both in this section and in the Durable, Non-Interaction-Related Actions.

Retrospective, Interaction-Related Actions

The following are the retrospective, interaction-related actions that Stat Server generates on regular DNs:

- `CallAbandonedFromDialing`
- `CallAbandonedFromHold`
- `CallAbandonedFromRinging` (Regular DNs)
- `CallAnswered` (Regular DNs)
- `CallConsultCompleted`
- `CallDialConferenced`
- `CallDialTransferred`
- `CallDialed`
- `CallForwarded` (Regular DNs)
- `CallInboundCompleted`
- `CallInternalCompleted`
- `CallOutboundCompleted`
- `CallPartyChanged`
- `CallRetrievedFromHold`
- `CallRingingPartyChanged` (Regular DNs)
- `CallUnknownCompleted`
- `StuckCallCleanedWhileRinging` (Regular DNs)

- `TransferredFromHold`

Note that all actions specifically called out as retrospective are instantaneous actions.

Momentary, Interaction-Related Actions

The following are the momentary, interaction-related actions that Stat Server generates on regular DNs:

- `CallConferenceJoined`
- `CallConferenceMade`
- `CallConferencePartyAdded`
- `CallConferencePartyDeleted`
- `CallConsultStarted`
- `CallDialingStarted`
- `CallHeld`
- `CallInboundStarted`
- `CallInternalStarted`
- `CallOutboundStarted`
- `CallRingingStarted`
- `CallTransferMade`
- `CallTransferPartyChanged`
- `CallTransferTaken`
- `CallUnknownStarted`

Instantaneous, Non-Interaction-Related Actions

Stat Server generates the following instantaneous, non-interaction-related actions on regular DN objects:

- `AgentLogout`
- `AgentLogin (Regular DNs)`
- `InteractionResponded (Regular DNs)`
- `UserEvent (Regular DNs)`

The TEvents that trigger these actions carry attached data that you can use and reference when you define filtered and custom-formula statistics based on these actions. Stat Server inherits UserData and Reasons values from the triggering TEvent.

Durable Group Actions Reflecting Origination DNs

You can list origination DNs on the **Origination DNs** tab of an Agent Group or Place Group using Genesys Administrator or GAX. If you list queues and routing points from which calls are delivered to a given Group object as origination DNs for that group, you can use events occurring at such DNs in agent group and place group statistics. For this purpose, Stat Server reflects some mediation DN actions as a special set of agent and place group actions.

OrigDNCallWait is a durable group action reflecting origination DNs that Stat Server generates on agent and place groups.

Retrospective Group Actions Reflecting Origination DNs

The following are retrospective group actions reflecting origination DNs that Stat Server generates on agent and place groups:

OrigDNCallAbandoned
OrigDNCallDistributed

Momentary Group Action Reflecting Origination DNs

OrigDNCallEntered is a momentary group action reflecting origination DNs that Stat Server generates on agent and place groups.