SIP Cluster Solution Guide

Configuring Stat Server

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Stat Server tracks information about customer interaction networks (contact center, enterprise-wide, or multi-enterprise telephony and computer networks). Stat Server also converts the data accumulated for directory numbers (DNs), agents, agent groups, and non-telephony-specific object types, such as e-mail and chat sessions, into statistically useful information, and passes these calculations to other software applications that request data.

See the Stat Server Deployment Guide for deploying Stat Server and RTME Options Reference for information about Stat Server configuration options.

Additional Stat Server configuration information

- In a SIP Cluster environment, Genesys recommends to set Stat Server options **[statserver]**/reg-dns-chunk-delay=1 and **[statserver]**/reg-dns-chunk-volume=100.

- When the Smart Proxy module of all SIP Server applications is enabled in a SIP Cluster environment, connect all Stat Server applications to the SmartProxy port of the SIP Server application on the **Connections** tab of Stat Server applications.