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Genesys Events and Models Reference

Reporting Engine Connects

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Reporting Engine Connects

This model illustrates the following scenario:

1. The reporting engine connects with Interaction Server, then uses `RequestStartPlaceAgentReportingAll` to request data on all agents that are logged in to this Interaction Server.
2. Interaction Server uses `EventPlaceAgentState` to inform the reporting engine of the state (media state, interactions being handled) of all agents that are logged in with this Interaction Server.
3. The reporting engine (in this case, Stat Server) combines this state information with any applicable capacity rules to calculate the agent's status. It relays the status information to Interaction Server using `EventCurrentAgentStatus`. Interaction Server passes the same event to the agent application, which displays the status information in its UI.

Important

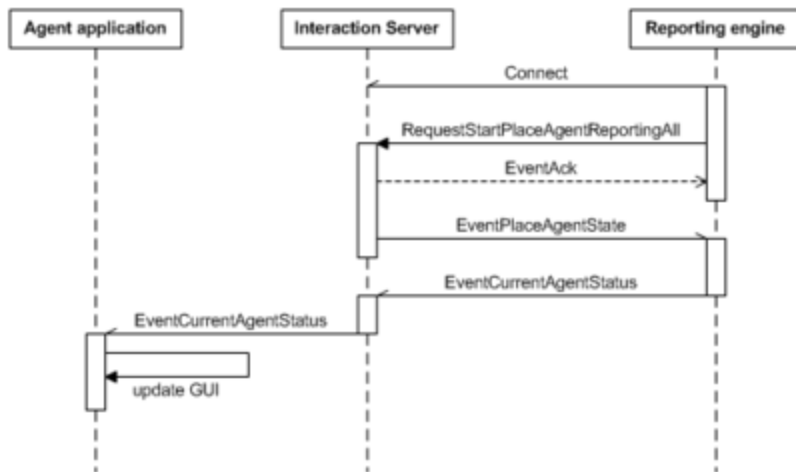
In this scenario the reporting engine must be Stat Server. In the current release, Stat Server is the only component that calculates capacity.

4. If there are multiple Interaction Servers, the reporting engine then connects with each one in turn and repeats Steps 2 and 3 with each.

Note that this model distinguishes between *state* and *status* of an agent, as follows:

- State indicates the media that this agent is ready to use and the interactions that the agent is currently handling.
- Status is the output of an Agent Capacity Rule, which Stat Server calculates using the agent's state as part of the input.

This model, which is not further divided into phases, is shown in the following figure:



Reporting Engine Connects

This model uses the messages shown in the following table:

Messages in Reporting Engine Connects

Message	Protocol
EventAck	Interaction Management
EventCurrentAgentStatus	Reporting
EventPlaceAgentState	Reporting