GENESYS™

Genesys Events and Models Reference

Statistics Messages

12/15/2025

Statistics Messages

The statistics message enables you to receive data on the `CurrNumberWaitingCalls` and `ExpectedWaitTime` statistics. These statistics must be configured in Stat Server before they can be accessed through the IVR Server.

StatResp

Supplies the response to requests for statistics.

StatResp Message

Message	Parameter		Optional/Required
Name	**Value**		
StatResp	RequestId		Required
	ResultCode	Success NoSuchStat MiscError	Required
	Result		Optional