GENESYS™

Callback User's Guide

Configure Agent Reject

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To ensure that agents will be able to reject callbacks, Genesys recommends to configure the following values by using the Genesys Administrator Extension to edit your configuration.

1. In your T-Server application:
   ```
   divert-on-ringing=false

   after-routing-timeout=30
   ```

2. In the **gts** section of your ORS application:
   ```
   cti-transaction-timeout=45
   ```

3. In the **General** section of your Callback service:
   ```
   _agent_transfer_confirm_timeout=0
   ```