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Callback User's Guide

Configure Agent Reject

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Configure Agent Reject

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`

Note:

In a callback strategy (and via the URS WaitForTarget strategy), when looking for an agent, a target agent is selected and the callback call is routed to that agent. If that agent does not answer the call or if they decline the call, the callback strategy should be able to look for another agent.

But when RONA is setup on the SIP Server option (**agent-no-answer-overflow=<RoutePoint>**), the callback call is sent to an overflow RoutePoint, and the callback strategy receives a Call Forwarded event,

'Ixn queued on RONA:

```
{ "data": { "interactionid": "HSUUC0CM3H1DJ6KDG70VBN496K00004T", "partystate": "queued", "focusdeviceid": "6660",  
  "hints": { "callstate": 23, "cause": 7, "ccevent": 8 },  
  "partyid": "HSUUC0CM3H1DJ6KDG70VBN496K00004T-3" }, "invokeid": "", "name": "interaction.partystatechanged", "sendid": "" }
```

instead of a Call Redirected event.

'Ixn diverted from agent:

```
{ "data": { "divertingdeviceid": "7001", "divertingpartyid": "G7DE9E5NHH1NF4CFTKSEIEFUVK000002-2", "divertingpartystate": "diverted",  
  "hints": { "callstate": 22, "cause": 7, "ccevent": 13 }, "interactionid": "G7DE9E5NHH1NF4CFTKSEIEFUVK000002", "newdestination": "G7DE9E5NHH1NF4CFTKSEIEFUVK000002",  
  "invokeid": "", "name": "interaction.ondivert", "sendid": "", "type": "platform" }
```

The callback strategy is not able to manage the forwarded event and it is locked.

When a call is under the control of an ORS callback strategy, sending it to another RP will not start a new strategy. It must be detached before sending it, if that is the intended outcome. The current solution is to let the callback strategy to manage the agent lookup without the RONA configuration to forward to another RP.