Skype for Business

TServer section

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- acw-in-idle-force-ready
- agent-emu-login-on-call
- agent-strict-id
- allow-pass-through-calls
- auto-logout-ready
- auto-logout-timeout
- av-joining-timeout
- calling-method-dialplan
- cancel-monitor-on-disconnect
- conn-certificate
- cpn
- default-availability-range
- default-dn
- default-monitor-mode
- default-monitor-scope

- default-redirection-limit
- emulated-login-state
- enable-call-info
- escalation-user-data
- graceful-period-tout
- handle-direct-calls
- handle-direct-calls-media
- hide-sensitive-data
- im-joining-timeout
- im-messages-stored
- im-reporting
- intrusion-enabled
- link-1-name
- logout-on-disconnect
- logout-on-out-of-service

- monitor-consult-calls
- monitor-internal-calls
- no-answer-action
- no-answer-timeout
- operational-stat-timeout
- pass-transcript-to-agent
- presence-profile
- required-link-number
- router-timeout
- rq-expire-tout
- sip-treatments-continuous
- startup-subscribe-tout
- timed-acw-in-idle
- wrap-up-time

acw-in-idle-force-ready

Default Value: true
Valid Values: true, false
Changes Take Effect: Immediately

Specifies whether, after timed manual wrap-up (when you have set the option to `true`), T-Server forces the agent to the Ready state. When set to `false`, T-Server returns the agent to the state he or she was in prior to requesting manual wrap-up.

agent-emu-login-on-call

Default Value: false
Valid Values: true, false

Changes Take Effect: Immediately

Specifies whether the T-Server allows an emulated agent login on a device where there is a call in progress. Note: T-Server always allows an emulated agent logout on a device where there is a call in progress.

agent-strict-id

Default Value: false
Valid Values: true, false
Changes Take Effect: Immediately

Specifies whether, for agents, T-Server checks the AgentID against those configured or allows any AgentID.

allow-pass-through-calls

Default Value: all
Valid Values: none, all, iscc
Changes Take Effect: On next call topology change
Introduced: 8.5.001.32

Specifies whether T-Server creates calls where all participants are external, as follows:

- `all`: T-Server creates calls where all participants are external.

- `none`: T-Server blocks the creation of calls where all participants are external and will actively release those calls if they are found.

- `iscc`: T-Server allows calls to destinations connected via ISCC even if no participants remain locally.

auto-logout-ready

Default Value: false
Valid Values: true, false
Changes Take Effect: Immediately

Enables a stricter enforcement of the automatic agent-logout policy (as set in the related auto-logout-timeout option). If this option is set to true, T-Server will log out the agent regardless of agent state. If it is set to false, T-Server will not log out agents when in the following agent states: Ready, NotReady/ACW, NotReady/AuxWork, NotReady/LegalGuard.

auto-logout-timeout

Default Value: 0

Valid Values: Integer in the range 0-35791
Changes Take Effect: Immediately

Enables automatic agent logout and specifies the length of time after which the logout occurs (in minutes). To enable this feature, enter a value of 1 or greater; the agent is allowed to remain inactive for this length of time before having to be automatically logged out. To disable this feature, enter a value of 0.

av-joining-timeout

Default Value: 30
Valid Values: Integer in the range 5-600
Changes Take Effect: Immediately
Introduced: 8.5.001.44

Specifies the time interval, in seconds, that the Connector waits for a participant in a multimedia call to join the audio/video conference before considering the party for that participant released.

calling-method-dialplan

Default Value: No default value
Valid Values: Any valid VoIP Service DN with service-type=dialplan
Changes Take Effect: For the next call
Introduced: 8.5.001.63
Related Feature: Calling using Back-to-Back User Agent

Specifies which dialplan DN will be applied to calls.

cancel-monitor-on-disconnect

Default Value: `true`
Valid Values: `true, false`
Changes Take Effect: Immediately

When set to `true`, call supervision subscription is canceled when the client that requested it disconnects from T-Server.

conn-certificate

Default Value: No default value
Valid Values: Any valid thumbprint
Changes Take Effect: On reconnect to the UCMA Connector

Specifies a certificate thumbprint T-Server uses for connection to any instance of the connectors.

cpn

Default Value: No default value
Valid Values: SIP URI
Changes Take Effect: For the next call
Introduced: 8.5.001.63
Related Feature: Calling using Back-to-Back User Agent

Customizes Caller ID information that is displayed on a destination party's phone. The Caller ID must be the SIP URI of the existing configured Endpoint (User Endpoint or Application Endpoint) that is allowed to make calls to the destination. Providing Caller ID information will be possible only for Back-to-Back calls. If the option is not set, the actual Application Endpoint identity will be used.

Only applicable at:

- The Annex tab of the dial-plan DN (a special DN with Annex tab option service-type=dialplan)

- Global level (application)

Not applicable at the DN or device level.

default-availability-range

Default Value: 3000-6000
Valid Values: A list of ranges or single values between 0 and 18500, with the ranges denoted by their end values separated by a hyphen, and the ranges and values separated by a comma. For example: 3500-6000,7500,8000-9000,12500-13000. A single range can also be used. For example: 3500-6000.
Changes Take Effect: On a next DN presence update
Introduced: 8.5.001.23

This option is used only when the **handle-direct-calls** setting for a DN is `false` and a presence profile is either not configured for the DN or is configured to push presence to Skype for Business. The option specifies the default ranges of availability that T-Server maps to the DND Off state. Any value that is configured outside of any of the listed ranges is mapped to the DND On state. Transition from one state to another generates the corresponding events EventDNDOn and EventDNDOff.

default-dn

Default Value: No default value
Valid Values: Any string
Changes Take Effect: Immediately

Specifies the DN to which calls are sent when Universal Routing Server (URS) is nonoperational, or when the timeout specified in the **router-timeout** option expires. When value is set to empty string, or the option is not available, it instructs T-Server not to perform default routing.
Note: A value set for the **default-dn** option on the *Annex* tab of a DN object in the Configuration Layer takes precedence over the value set here.

default-monitor-mode

Default Value: mute
Valid Values: mute, normal, connect, coach
Changes Take Effect: Immediately

Specifies a default monitor mode for a new call supervision subscription if the MonitorMode extension in the TMonitorNextCall request is not provided or has an invalid value.

default-monitor-scope

Default Value: call
Valid Values: call, agent
Changes Take Effect: Immediately

Initializes a new call supervision subscription monitor scope if the MonitorScope extension is not provided (or its value is specified incorrectly) in the TMonitorNextCall request. When set to call, the supervisor remains on the call until it is finished. When set to agent, T-Server disconnects the supervisor from the call automatically when the monitored agent leaves the call.

default-redirection-limit

Default Value: 4
Valid Values: Integer in range of 0 to 15
Changes Take Effect: Immediately

Limits the number of times that T-Server tries to redirect a call from one Routing Point to another, determined by the **default-dn** option. This prevents infinite loops during call redirection. T-Server stops trying to redirect the call when the specified number of attempts is reached. As soon as a routing instruction is received from a routing application, the redirection limit counter is reset. Setting the option to 0 turns default routing off.

emulated-login-state

Default Value: ready
Valid Values: ready, not-ready
Changes Take Effect: Immediately

Specifies the agent state T-Server applies to this agent after successfully logging in an emulated agent if the work mode is not AutoIn or ManualIn.

enable-call-info

Default Value: false
Valid Values: true, false
Changes Take Effect: Immediately

If set to `true`, T-Server notifies other call participants if a supervisor switches monitoring mode. When a supervisor changes the supervision mode using the TSetMuteOff or TSetMuteOn request, T-Server generates an EventPrivateInfo(4024) message with the MonitorMode key in AttributeExtensions to the supervisor and agent DNs, and all subscribed T-Library clients. Switching between supervision modes can be performed only during an established supervision call.

If set to `false`, SIP Server does not distribute an EventPrivateInfo(4024) message when the monitoring mode changes.

escalation-user-data

Default Value: inherited
Valid Values: inherited, separate
Changes Take Effect: On the next initiated media escalation

Specifies the method for handling user data in an escalated call (a call that adds audio/video to an IM or an IM to an audio/video call). The default value (`inherited`) changes the current behavior, so use `separate` to restore the original behavior.

- `inherited` copies user data from an original call to an escalated call, thereafter storing user data separately for the original and the consultation call. Changes to the original call's user data are not available to the parties of the escalated call, and vice versa.

- `separate` stores user data for original and escalated calls in separate structures. The data attached to the original call is available for review or changes only to the parties of that call. The data attached to the escalated call is available only to the parties of the escalated call.

graceful-period-tout

Default Value: 14
Valid Values: Any positive integer
Changes Take Effect: Immediately

Specifies the time interval, in seconds, that T-Server waits for the link to reconnect before transferring calls and devices.

handle-direct-calls

Default Value: true
Valid Values: true, false, on-login

Changes Take Effect: T-Server changes subscription and call processing when the last active party is released on a DN. If there is no call on a DN, changes take effect immediately.
Introduced: 8.5.001.23

Specifies the mode of internal call handling for a DN:

- `true`: T-Server handles all internal calls targeting this DN.
- `false`: T-Server does not handle internal calls targeting this DN.
- `on-login`: T-Server handles internal calls only when an agent is logged in.

handle-direct-calls-media

Default Value: all
Valid Values: all, av, im
Changes Take Effect: For next call
Introduced: 8.5.001.65

Specifies the media, in a comma-separated list of valid values, that will be monitored when direct call monitoring is activated:

- `av`—T-Server must handle all direct AV calls targeting this DN.
- `im`—T-Server must handle all direct IM calls that target this DN.
- `all`—T-Server must handle all direct calls that target this DN.

The option will affect devices of type ACD Position and Extension. Note: This option can also be set at the DN level. (See DN Options). If set, the DN-level option value overrides the application-level option. In turn, the effect of TPrivateService (8802) prevails over all configuration settings.

Invalid values are ignored; if no valid values in the list are found, the T-Server applies the default value.

hide-sensitive-data

Default Value: true
Valid Values: true, false
Changes Take Effect: Immediately on the T-Server side and after restart on the Connector side

When set to `true`, sensitive customer data is hidden in log files of T-Server and Connector in the following attributes: AttributeCollectedDigits, AttributeLastDigit, AttributeDTMFDigits, and AttributeTreatmentParms. In CTI link messages, sensitive data is hidden in **Data** and **Treatment-Params** headers.

im-joining-timeout

Default Value: 30
Valid Values: Integer in the range 5-600
Changes Take Effect: Immediately
Introduced: 8.5.001.44

Specifies the time interval, in seconds, that the Connector waits for a participant in a multimedia call to join an Instant Messaging conference before considering the party for that participant released.

im-messages-stored

Default Value: 0
Valid Values: Integer from 0-100
Changes Take Effect: Next call in Connector
Introduced: 9.0.000.03
Related Feature: Multiple Application Pools

Specifies the number of IM messages that Connector stores for a conversation:

- 0-100—Number of messages stored.

- Value 0—No messages are stored in Connector.

im-reporting

Default Value: default
Valid Values: default, disabled
Changes Take Effect: After restart

Specifies the type of reporting for IM calls in T-Server:

- `default`—T-Server will generate reporting for IM calls with Media Type=5 in Genesys T-Library events

- `disabled`—T-Server will suppress reporting for IM calls.

The value of option is read only on start-up.
If no value is present, the default value is assumed.
This value will be synchronized from the primary to the backup T-Server and the state of reporting will not be changed after an HA switchover.

intrusion-enabled

Default Value: true
Valid Values: true, false
Changes Take Effect: Immediately

Specifies whether a supervisor can intrude into an existing call at the time supervision is requested. When set to `true`, T-Server allows the supervisor to intrude into the existing call. When set to `false`, T-Server invites a supervisor to the next call on the monitored agent's DN on supervision request.

link-1-name

Default Value: link-tcp
Valid Values: Any string
Changes Take Effect: Immediately

Specifies the section name that contains the configuration options assigned to the link between T-Server and the Connector(s). You must specify a value for this option. Please note that when multiple connectors are available, additional options can be defined in the format 'link-n-name', where *n* is a nonzero consecutive number for the particular link.

logout-on-disconnect

Default Value: true
Valid Values: true, false
Changes Take Effect: Immediately

Specifies whether the T-Server performs an automatic logout of an agent whenever their client application unregisters the DN from the T-Server. This happens also whenever a client application disconnects from the T-Server.

logout-on-out-of-service

Default Value: false
Valid Values: true, false
Changes Take Effect: Immediately

Specifies whether T-Server performs an automatic logout of an agent when the agent device goes out of service. If set to `true`, T-Server generates an EventAgentLogout if the device on which the agent is logged in goes to the out of service state and updates internal agent state. If set to `false`, T-Server does not perform any action in this scenario.

monitor-consult-calls

Default Value: none
Valid Values: none, dest, orig, all
Changes Take Effect: Immediately

Specifies whether T-Server monitors consultation calls.

- `none`—T-Server doesn't monitor consultation calls. This is default behavior.

- `dest`—T-Server monitors consultation calls made to an agent under supervision only.

- `orig`—T-Server monitors consultation calls made from an agent under supervision only.

- `all`—T-Server monitors all consultation calls made to or from an agent under supervision.

monitor-internal-calls

Default Value: true
Valid Values: true, false
Changes Take Effect: Immediately

When set to true, monitoring sessions are started for all calls on the DN where call supervision subscription is active. When set to false, T-Server starts monitoring sessions only if external parties participate in the call.

no-answer-action

Default Value: none
Valid Values: none, notready, logout
Changes Take Effect: Immediately

Specifies T-Server's default action if a logged-in agent fails to answer a business call within the time defined in the extension NO_ANSWER_TIMEOUT of RequestRouteCall. See also the NO_ANSWER_ACTION extension for more information about how this option is used.

Note: A value set for the **no-answer-action** option on the **Annex** tab of an Agent Login object in the Configuration Layer takes precedence over the value set here.

no-answer-timeout

Default Value: 0
Valid Values: Integer range 0-600
Changes Take Effect: Immediately

Specifies the time interval, in seconds, that T-Server waits for a call ringing on a destination device to be answered. When the timeout expires, T-Server cancels dialing out and reports EventError with the error code TERR_DN_NO_ANSWER. A ringing party is removed/released from the routing destination and the call can be routed again. When set to 0, the No-Answer Supervision feature is disabled.

operational-stat-timeout

Default Value: 10
Valid Values: Integer range 3-65535

Changes Take Effect: Immediately

Specifies the time interval, in seconds, that T-Server's process information is updated.

pass-transcript-to-agent

Default Value: false
Valid Values: false, true
Changes Take Effect: Immediately

Governs whether the target agent of a routed IM call receives a transcript of the message exchange between the customer and IM treatments prior to the agent's connection.

- If set to `true`, a transcript of the message exchange between the customer and IM treatments is passed to the targeted agent after the call is established.

- If set to `false`, the agent does not receive the initial interaction between the customer and treatments.

Note: This option can be overridden by the extension key **pass-transcript-to-agent** set in TRouteCall.

presence-profile

Default Value: No default value
Valid Values: Any string
Changes Take Effect: Immediately

Specifies the name of the "Voice Over IP Service" DN (with **service-type**=`presence-profile`) that specifies default presence settings.

Note: A value set for the **presence-profile** option on the Annex tab of a DN or an Agent Login object in the Configuration Layer takes precedence over the value set here.

required-link-number

Default Value: 0
Valid Values: Any integer.
Changes Take Effect: Immediately

Specifies the minimum number of links that must be connected before the T-Server starts.

router-timeout

Default Value: 10

Valid Values: Any integer.
Changes Take Effect: Immediately

Specifies the maximum time, in seconds, that a call remains on a Routing Point before a timeout is triggered and the call is sent to the DN specified in **default-dn**.

Note: A value set for the **router-timeout** option on the **Annex** tab of a DN object of type Route Point in the Configuration Layer takes precedence over the value set here.

rq-expire-tout

Default Value: 60
Valid Values: Any positive integer or time format.
Changes Take Effect: At next request.

Specifies the interval that T-Server waits before deleting pending requests from clients.

Note: Genesys recommends that you leave this option set to the default of 60 seconds.

sip-treatments-continuous

Default Value: `false`
Valid Values: `true, false`
Changes Take Effect: Immediately
Introduced: 8.5.001.20

Enables or disables a routing strategy treatment to be continuously played until the routing destination has answered the call:

- `true`: A routing strategy treatment is played continuously until the routing destination has answered the call.

- `false`: As soon as routing is requested, a ringtone is played until the routing destination has answered the call.

startup-subscribe-tout

Default Value: 3
Valid Values: Any positive integer.
Changes Take Effect: Immediately

Specifies the time interval, in seconds, that T-Server waits before determining how many links are connected.

timed-acw-in-idle

Default Value: true
Valid Values: true, false
Changes Take Effect: Immediately

Specifies whether T-Server applies the automatic wrap-up timer when an agent sends
RequestAgentNotReady(CallWork). When set to false, T-Server does not automatically end manual
wrap-up.

wrap-up-time

Default Value: 0
Valid Values: Any positive integer.
Changes Take Effect: Immediately

Specifies the amount of ACW wrap-up time allocated to emulated agents at the end of a business
call. If set to 0, ACW is disabled.