



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

## Genesys Engage Digital (eServices)

agent-reservation

12/13/2025

# agent-reservation

- reject-subsequent-request
- request-collection-time
- reservation-time

## reject-subsequent-request

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** Immediately

With a value of true, Interaction Server rejects subsequent requests for an agent reservation from the same client application as the same agent. With a value of false, a subsequent request prolongs the current reservation made by the same client application for the same agent.

## request-collection-time

**Default Value:** 100

**Valid Values:** Any integer from 1 to 60,000 (60 seconds)

**Changes Take Effect:** Immediately

Specifies the interval (in milliseconds) at which agent-reservation requests are collected before a reservation is granted. During the interval specified, agent reservation requests are delayed to balance successful reservations between routing client applications (usually between Universal Routing Servers).

## reservation-time

**Default Value:** 10000

**Valid Values:** Any integer from 1 to 60,000 (60 seconds)

**Changes Take Effect:** Immediately

Specifies the default interval (in milliseconds) at which an agent is reserved to receive a routed interaction. During the interval specified, the agent cannot be reserved again.