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T-Server Reference Guide

TAgentWorkMode

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Contents

- 1 TAgentWorkMode
 - 1.1 Syntax
 - 1.2 Values

TAgentWorkMode

Syntax

```
typedef enum {
    AgentWorkModeUnknown    = 0,
    AgentManualIn           = 1,
    AgentAutoIn             = 2,
    AgentLegalGuard         = AgentAutoIn,
    AgentAfterCallWork      = 3,
    AgentAuxWork            = 4,
    AgentNoCallDisconnect   = 5,
    AgentWalkAway           = 6,
    AgentReturnBack         = 7
} TAgentWorkMode;
```

Values

- **AgentWorkModeUnknown** — The agent work mode is unknown or not specified.

Ready States

- **AgentManualIn** — The agent has to perform a manual operation to become available.
- **AgentAutoIn** — The switch's control system decides agent availability.
- **AgentReturnBack** — The agent has indicated his return to the agent workstation.

Not Ready States

- **AgentAfterCallWork** — If the agent work mode is set to **AgentManualIn**, this status specifies the condition assigned to the agent after the previous call has cleared and before the agent becomes available to receive the next call.
- **AgentAuxWork** — The agent is not ready to receive calls (specific to the Avaya Communication Manager).
- **AgentLegalGuard** — The switch's control system decides agent availability. (This is equivalent to **AgentAutoIn**, but as a sub state of **Not Ready**.)
- **AgentNoCallDisconnect** — The agent work mode is set to **NoCallDisconnect** rather than the default value. (See specifics of **NoCallDisconnect** IE in Meridian Link Release 5 Interface Specification).
- **AgentWalkAway** — The agent has solicited a request not to be available for receiving calls, and is away from the agent station.