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T-Server Reference Guide

TAgentSetNotReady

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TAgentSetNotReady

Description

Sets a state in which the agent is not ready to receive calls. The agent's telephone set is specified by the parameter `dn`; the ACD group into which the agent is logged is specified by the parameter `queue`.

Parameters

Name	Description
<code>server</code>	Local server handle to the T-Server in question.
<code>queue</code>	Directory number of the ACD group for which the agent is requested to be set to Not-Ready.
<code>dn</code>	Directory number of the phone set the agent uses to handle calls.
<code>workmode</code>	Work mode that is requested to be set for the agent. Refer to the type TAgentWorkMode .
<code>reasons</code>	A pointer to a data structure that provides additional information associated with this action.
<code>extensions</code>	A pointer to an additional data structure. <code>TAgentSetNotReady()</code> uses the following extension: <code>ReasonCode</code> .

Return Values

Standard (See [standard-return-values](#).)

Comments

The basic status of unavailability set by the function itself may be further modified by the value of `workmode`.