Microsoft Skype for Business Deployment Guide

Attribute Extensions

12/17/2025

Attribute Extensions

T-Server supports the use of the Extensions attribute as documented in the Genesys Events and Models Reference Manual and the Platform SDK .NET (or Java) API Reference.

Additionally, the Extensions described in the following table are also supported.

Extension		Used In	Description
Key	**Type**		
Call-related Requests and Events			
Conversation-ID	String	EventHeld EventRetrieved EventError EventAbandoned EventDialing EventDiverted EventEstablished EventNetworkReached EventPartyAdded EventPartyChanged EventPartyDeleted EventQueued EventReleased EventRinging EventRouteRequest EventRouteUsed EventTreatmentApplied EventTreatmentEnd	Enables to identify different media calls as members of the same Skype conversation. The Conversation-ID could be changed during the duration of the call—for example, as a result of call merge.
Cookie	String	TMakeCall	For internal usage.
chat	String	TMakeCall	Specifies media for a call. Valid values are true and false.
pass-transcript-to-agent	String	TRouteCall	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.

Extension	Used In	Description
		• If set to `false`, the agent does not receive the initial interaction between the customer and treatments. **Note:** If set, it overrides the pass-transcript-to-agent Application-level configuration option.
USER_ANN_ID	String	EventTreatmentEnd	Specifies the message identifier, an integer, recorded by the user specified with USER_ID.
INTERRUPTED	String	EventTreatmentEnd	Valid values: • `NO`—If the announcement is not interrupted. • `KEYPAD`—If it is interrupted by keypad entry. • `VOICE`—If it is interrupted by the caller speaking something.
COMPLETION_STATUS	String	EventTreatmentEnd	Valid values: • `NORMAL`—If the treatment is completed normally (optional). • `TIMEOUT`—If the digit collection is timed out before all required digits could be collected. • `CANCELLED`—If the treatment is cancelled by a request from the router.
VERIFICATION_STATUS	String	EventTreatmentEnd	Valid values: • `1`—The result of digits verification is successful.

Extension		Used In	Description
			• 0—The result of digits verification is not successful.
cause	String	EventDNOutOfService	Introduced in 8.5.001.14. Specifies the cause of DN unavailability in text form, for troubleshooting purposes, when T-Server unregisters a device on the Connector, and consequently on Skype for Business Server, when a DN is deleted or disabled in the Configuration Layer.
DN-related Requests and Events			
PresenceType	String	EventRegistered EventAddressInfo EventDNBackInService EventDNOutOfService EventDNDOn EventDNDOff	Introduced in 8.5.001.44. Indicates the type of presence that the Connector currently monitors for the DN device. The following values are supported: • local—indicates that the Connector monitors a local presence of a device and allows to change it. • remote—indicates that the Connector monitors a remote presence of a device and rejects attempts to change it.
Emulated Agents			
WrapUpTime	Integer	TAgentLogin TAgentNotReady	Specifies whether T-Server applies the automatic wrap-up timer when an agent sends the TAgentNotReady request while in idle state.

Extension		Used In	Description
LegalGuardTime	Integer	TAgentLogout	Specifies a legal-guard time (in seconds) for agents to postpone the transition to the Ready state after a business call or after timed ACW.
LogoutOnDisconnect	Boolean	TRegisterAddress	Specifies how the EventLogout message is distributed. If it is `true`, the EventLogout message is distributed as soon as the client that requested the login disconnects from T-Server or unregisters the DN in question. The EventLogout message is distributed when T-Server distributes EventOutOfService.
Presence-profile	String	TAgentLogin	Specifies the profile name that is assigned for the DN during a particular agent session.
LegalGuardTime	Integer	TAgentLogout	Specifies a legal-guard time (in seconds) for agents to postpone the transition to the Ready state after a business call or after timed ACW.
Call Supervision			
MonitorMode	String	TMonitorNextCall TRouteCall TSetMuteOn TSetMuteOff EventPrivateInfo	Specifies the monitoring mode as follows: • `mute, normal`—A mute connection. • `connect`—A three-party conference call (open supervision). • `coach`—Only the agent can hear the supervisor (whisper coaching). If MonitorMode is set to coach in the TSetMuteOff or TSetMuteOn request, the monitoring mode is changed to whisper coaching for the current supervision session. Note: TSetMuteOn and

Extension		Used In	Description
			TSetMuteOff support only the coach value.
MonitorScope	String	TMonitorNextCall TRouteCall	Specifies the required intrusion/observation scope. Values: • agent—The monitoring is initiated for a specific agent. The supervisor is disconnected when the call is transferred or released, but will be connected to the next call that is routed to the same agent. • call—The monitoring is initiated to track an entire customer call. If the call is transferred to another agent, queue, or VRU, the monitoring function continues with the call until the customer disconnects the call.
AssistMode	String	TSingleStep-Conference	Specifies the required assistance mode. Values: • connect—This is the default value - a three-party conference call. • coach—Only the agent can hear the supervisor (whisper coaching).
Call Recording			
record	String	TRouteCall	Values: • destinatio n—Recording

Extension	Used In	Description
		continues until the destination of TRouteCall is present on the call. • `source`—Recording continues until an originator is present on the call. • `disable d`—Recording does not start even if the destination of TRouteCall has mandatory recording configured.
No-Answer Supervision		
NO_ANSWER_ACTION	String	TAgentLogin	Values: • `none`—SIP Server takes no action on agents when calls are not answered. • `notready`—SIP Server sets agents to NotReady when calls are not answered. • `logout`—SIP Server automatically logs out agents when calls are not answered.
NO_ANSWER_TIMEOUT	Integer	TRouteCall	If set, the value of this key overrides any value set in the `no-answer-timeout` configuration option for the current call.