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Microsoft Skype for Business Deployment Guide

Emulated Agents

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T-Server performs agent emulation providing a fully functional agent model that enables full agent support for T-Server desktop applications as well as for other Genesys solutions. All calls are considered as business calls.

T-Server emulates the following functionality:

- Login and logout
- Agent set Ready
- Agent set Not Ready (using various work modes)
- Automatic after-call work
- After call work in idle

Emulated Agent Login/Logout

You can configure T-Server to perform emulated login either always, never, or on a per-request basis. Use the following T-Server configuration options to configure emulated agent login:

emulated-login-state
agent-strict-id
agent-emu-login-on-call

Agent Logout on Client Unregistering from DN

In some scenarios (such as a desktop crash or power failure/disconnection), agents may still receive calls but be unable to handle them. To prevent this problem, T-Server can be configured to automatically log the agent out in such circumstances.

When a client desktop or application disconnects from T-Server while an agent is still logged in, the T-Server receives a notification that the application is unregistering from the agent's DN. Also, T-Server is able to uniquely identify the client application which sends a T-Library request, including TAgentLogin and TRegisterAddress. T-Server can associate the client application (the one that sends the initial TAgentLogin request) with the agent and automatically log that agent out when the client application unregisters the agent DN while the agent is still logged in. (The initial TAgentLogin request is the one which first logs the agent in).

This feature is enabled/disabled by the following configuration options:

logout-on-disconnect
logout-on-out-of-service

Automatic Agent Logout

T-Server can automatically log out an agent after a specified period of inactivity, ensuring accurate reporting of agent activity. The following options control the feature:

auto-logout-timeout
auto-logout-ready

Emulated Agent Ready/NotReady

Emulated agents can perform an emulated Ready or NotReady request regardless of whether they

are on a call, subject to the rules governing work modes.

T-Server also reports any change in agent mode requested by the agent while remaining in a NotReady state (self-transition).

Note: The Genesys Events and Models Reference Manual and the Platform SDK 8.x .NET (or Java) API Reference define which agent state/agent mode transitions are permissible.

Emulated After-Call Work

T-Server can apply emulated wrap-up (ACW) for agents after a call is released, unless the agent is still involved in another call.

Timed and Untimed ACW

T-Server applies emulated ACW for an agent after any call is released from an established state. T-Server automatically returns the agent to the Ready state at the end of a timed ACW period. The agent must return to the Ready state manually when the ACW period is untimed.

Events and Extensions

T-Server indicates the expected amount of ACW for an agent in EventEstablished, using the extension WrapUpTime. It is not indicated in EventRinging, because the value may change between call ringing and call answer. Untimed ACW is indicated by the string value untimed; otherwise, the value indicates the expected ACW period in seconds.

T-Server reports ACW using EventAgentNotReady with workmode = 3 (AgentAfterCallWork), and it indicates the amount of ACW it will apply using the extension WrapUpTime.

T-Server sends EventNotReady(ACW) before EventReleased at the end of the business call.

Emulated ACW Period

The amount of emulated ACW that T-Server applies (when required) after a release of the established business call is determined by the value in the configuration option wrap-up-time.

ACW in Idle

An agent can activate wrap-up time on request when idle, by issuing a TAgentNotReady request with workmode = 3 (AgentAfterCallWork). You can configure this feature using the following options:
timed-acw-in-idle
acw-in-idle-force-ready

Extending ACW

An agent can request an extension to the amount of emulated ACW for a call while in emulated ACW.

The agent requests an extension to ACW by sending RequestAgentNotReady with workmode = 3 (AgentAfterCallWork). T-Server determines the period of the extended ACW from the extension WrapUpTime, as follows:

- Value = 0—There is no change to the ACW period, but T-Server reports how much ACW time remains.

- Value greater than 0—T-Server adds the given number of seconds to the timed ACW period. Untimed ACW remains unaffected.
- Value = untimed—T-Server applies untimed ACW.

T-Server sends `EventAgentNotReady` with `workmode = 3` (`AgentAfterCallWork`), reporting the newly extended amount of ACW using the extension `WrapUpTime`.