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T-Server for CSTA Connector Deployment Guide

Business-Call Handling

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Business-Call Handling

This section describes how T-Server handles different types of calls. Based on the call assignment, T-Server applies the appropriate business-call handling after the call is released.

T-Server Call Classification

T-Server automatically assigns every call to one of the four following categories:

- Business
- Work Related
- Private
- Unknown

According to which type is assigned, T-Server applies the appropriate business call handling after the call is released. T-Server reports the business call type in the call related events by using the `BusinessCall` key in the `Extensions` attribute, unless the business call type is *Unknown*.

Business Calls

By default, T-Server categorizes any call that is distributed to an agent or extension through a Routing Point, a Routing Queue, or an ACD Queue as a business call. This behavior can be modified by adding the `bsns-call-type` option to the distribution device's Annex tab. The `bsns-call-dev-types` configuration option determines whether a call on a distribution device is promoted to a business call type. Use the following configuration options to define what additional calls (to or from an agent) are classified as business calls:

- `inbound-bsns-calls`
- `outbound-bsns-calls`
- `internal-bsns-calls`
- `unknown-bsns-calls`

T-Server can be configured to categorize consultation calls that are made on behalf of a business call as business calls using the following option:

- `inherit-bsns-type`

See, the [Related Configuration Options](#) topic for more information on these configuration options.

Once a call is classified as a business call, this attribute remains with the call (connection ID) until it is ended. When an agent releases a call that T-Server has categorized as a business call, T-Server applies the automatic emulated wrap-up and legal guard times, if these features are configured. See, the [Emulated After-Call Work \(ACW\)](#) topic for more information.

Private Calls

T-Server categorizes any call that does not fall into the business or work-related categories as a private call. T-Server does not apply any automatic business-call handling after a private call. If emulated agents receive a direct private call while in wrap-up or legal-guard time, the emulated wrap-up or legal-guard timer is not interrupted.

Work-Related Calls

T-Server categorizes any non-business call that an agent makes while in an after-call work (ACW) as a work-related call. T-Server does not apply any automatic business-call handling after a work-related call.

Because emulated agents can make or receive a direct work-related call while in wrap-up time, T-Server pauses the emulated wrap-up timer for the duration of such a call.

If an agent receives a direct work-related call during legal-guard time, T-Server cancels the legal-guard timer and reapplies it at the end of the work-related call.

Unknown Calls

Any call that does not fall into any of the above categories is classified as an unknown call.