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T-Server for CSTA Connector Deployment Guide

Emulated Agents

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Contents

- 1 Emulated Agents
 - 1.1 Emulated Agent Login/Logout
 - 1.2 Agent Logout on Client Unregistering from DN
 - 1.3 Emulated Agent Ready/NotReady

Emulated Agents

T-Server emulates the following functionality for agents in situations where the PBX does not support it:

When this feature is used, T-Server emulates the following functionality:

- Login and logout
- Agent set ready
- Agent set not ready (using various work modes)
- Automatic after call work (ACW)
- After call work in idle
- Automatic legal-guard time to provide a minimum break between business related calls

Depending on the PBX capability T-Server can emulate none, some or all of these features.

Emulated Agent Login/Logout

You can configure T-Server to perform emulated login either always, never, or on a per-request basis. See, the [emulate-login](#) option for more information.

Agent Logout on Client Unregistering from DN

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

When a client desktop or application disconnects from T-Server while an agent is still logged in, 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 initialTAgentLogin request is the one which first logs the agent in). See, the [Related Configuration Options](#) topic for more information.

HA Considerations

If T-Server is running in HA mode, a client connecting to one T-Server will be connected to both with the same session ID. Therefore the client's session ID must be used as part of the association data to ensure consistency across the primary and backup T-Servers. The primary T-Server will send an HA

synchronization message to the backup when there is a change in client associations.

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 modes 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.