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T-Server for CSTA Connector Deployment Guide

[Related Configuration Options](#)

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Contents

- 1 Related Configuration Options
 - 1.1 Enabling or Disabling the Emulated Agent Login
 - 1.2 Enabling or Disabling the Automatic Agent Logout
 - 1.3 Enabling or Disabling the Emulated ACW Period
 - 1.4 Enabling or Disabling Pending ACW Functionality
 - 1.5 Determining the Period of Legal Guard Time
 - 1.6 Handling Calls in Emulated ACW

Related Configuration Options

Enabling or Disabling the Emulated Agent Login

The following configuration options enable or disable the emulated agent login/logout functionality:

agent-emu-login-on-call

agent-emu-login-on-call

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Related Feature: **Emulated Agents**

Specifies whether T-Server allows an emulated agent login or logout on a device where there is a call in progress.

This option can be set in the Configuration Layer in the following places in order of precedence (highest to lowest):

1. The TServer section of the Annex tab of the Agent Login object.
2. The TServer section of the Annex tab of a device.
3. The TServer section of the application.

The value can also be set by using the AgentEmuLoginOnCall Extensions attribute in the TAgentLogin or TAgentLogout requests. The value specified by the extension, where present, takes precedence over the settings configured in the Configuration Layer.

agent-strict-id

agent-strict-id

Default Value: false

Valid Values: true, false, passwd

Changes Take Effect: Immediately

Related Feature: **Emulated Agents**

Specifies whether T-Server allows:

- Any Agent ID to be used during login (value false)
- Only Agent IDs configured in the Configuration Layer to be used during login (value true)
- Only Agent IDs that match an Agent ID configured in the Configuration Layer and that also have a matching password (value passwd)

emulate-login

emulate-login

Default Value: on-RP

Valid Values:

- true—T-Server performs an emulated login.
- false—T-Server passes a login request to the PBX.
- on-RP—T-Server checks the Agent Group associated with the login request. If the Agent Group is a standard Routing Point, then the emulated login request succeeds. This value can only be set at the Application-level, and is available for backwards compatibility.

Changes Take Effect: Immediately

Related Feature: **Emulated Agents**

Specifies whether T-Server performs an emulated agent login when the login device is configured in the Configuration Layer as a device of type extension.

This value can be set in a number of places, and T-Server processes it in the order of precedence shown below, highest first. If the value is not present at the higher level, T-Server checks the next highest level, and so on.

1. In the TAgentLogin request, using the EmulateLogin key of the Extensions attribute.
2. In the TServer section of the Annex tab of the Agent Login object.
3. In the TServer section of the Annex tab of the login device object.
4. In the device representing an Agent Group object, on the Annex tab.
5. In the T-Server Application object, in the Tserver section.
6. Using an Agent Group corresponding to an object that is configured in the Configuration Layer as a device of type Routing Point.

emulated-login-state

emulated-login-state

Default Value: ready

Valid Values:

- not-ready—T-Server distributes EventAgentNotReady after EventAgentLogin.
- ready—T-Server distributes EventAgentReady after EventAgentLogin.

Changes Take Effect: Immediately

Related Feature: **Emulated Agents**

When T-Server performs an emulated agent login and the client specifies an agent work mode other than ManualIn or AutoIn, T-Server uses this option to determine which event to distribute.

This option can be set in a number of places, and T-Server processes it in the order of precedence shown below, highest first. If the value is not present at the higher level, T-Server checks the next level, and so on.

1. In the Agent Login object on the Annex tab.
2. In the agent login device on the Annex tab.
3. In the login device representing an Agent Group object during login, on the Annex tab.
4. In the T-Server Application object in the Tserver section.

sync-emu-acw

sync-emu-acw

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Related Feature: **Emulated Agents**

Specifies whether T-Server synchronizes emulated ACW for native agents.

This option can be set in Configuration Manager in the following places in order of precedence (highest to lowest):

1. In the TServer section in the Annex tab of an Agent Login object.
2. In the TServer section in the Annex tab of a device.
3. In the TServer section of the application.

The SyncEmuACW Extensions attribute of the TAgentLogin request overrides the value configured for this option.

Enabling or Disabling the Automatic Agent Logout

The following configuration options enable or disable the automatic logout of the agent:

agent-logout-on-unreg

agent-logout-on-unreg

Default Value: false

Valid Values:

- true—T-Server logs out emulated and native agents on unregister.
- false—T-Server does not log out emulated or native agents on unregister.
- emu-only—T-Server logs out only emulated agents on unregister.

Changes Take Effect: At the next agent login session

Related Feature: **Emulated Agents**

Specifies whether T-Server performs an automatic logout of an agent whenever their client application unregisters the DN from T-Server. This happens whenever a client application disconnects from T-Server.

The option can be set in the Configuration Layer in the following places in order of precedence (highest to lowest):

1. The TServer section in the Annex tab of the device representing the agent's group (such as an ACD queue).
2. The TServer section of the Annex tab of the Agent Login object.
3. The TServer section of the Annex tab of a device.
4. The TServer section of the application.

The Configuration Layer configuration setting may be overridden by adding the AgentLogoutOnUnregister Extensions attribute to the TAgentLogin request.

Any subsequent self-transition TAgentLogin request can override the current agent association by adding the AgentLogoutOnUnregister Extensions attribute with a value of true.

Similarly a TRegisterAddress request can override the current agent association by adding the AgentLogoutOnUnregister Extensions attribute with a value of true.

agent-logout-reassoc

agent-logout-reassoc

Default Value: false

Valid Values:

- true—T-Server automatically associates a new client application with the agent.
- false—T-Server does not automatically associate a new client application with the agent.

Changes Take Effect: Immediately

Related Feature: **Emulated Agents**

Specifies whether T-Server automatically associates as a new client application with the agent, when the application either:

- Registers on the agent DN, or;
- Sends a login request while T-Server is currently waiting to log the agent out due to the previously associated client disconnecting.

Note: The new client application must have the same application name as the previously disconnected client.

The option can be set in the Configuration Layer in the TServer section of the application.

Enabling or Disabling the Emulated ACW Period

The following configuration options enable or disable the emulated ACW period functionality:

override-switch-acw

override-switch-acw

Default Value: true, false

Valid Value: false

Changes Take Effect: Immediately

Related Feature: **Emulated Agents**

Specifies whether or not the T-Server emulated ACW overrides the switch ACW for calls distributed through a Routing Point.

This option can be set in the following places, in order of precedence (highest to lowest):

1. In the TServer section of the Annex tab of DNs of type Routing Point.
2. In the TServer section of the Options tab of the T-Server Application object.

untimed-wrap-up-value

untimed-wrap-up-value

Default Value: 1000

Valid Value: Any positive integer or 0 (zero)

Changes Take Effect: Immediately

Related Feature: **Emulated Agents**

Specifies the time threshold in seconds at which the timing of ACW stops and manual intervention is required (untimed ACW).

wrap-up-threshold

wrap-up-threshold

Default Value: 0 (zero)

Valid Values: Any positive integer

Changes Take Effect: Immediately

Related Feature: **Emulated Agents**

Specifies the minimum period (in seconds) that a business call must last before emulated ACW is applied at the end of the call.

wrap-up-time

wrap-up-time

Default Value: 0 (zero)

Valid Value: Any positive integer, untimed

0 (zero)

ACW is disabled. Exception: If this option is set in the Annex tab of the Agent Login object, a value of 0 (zero) means that T-Server processes from Step 4 in the processing order of precedence below.

A value greater than 0 (zero), but less than the value set for the untimed-wrap-up-value option.	The number of seconds of timed ACW, after which T-Server returns the agent automatically to the Ready state.
A value equal to the value set for the untimedwrap-up-value option.	ACW is untimed and the agent must manually return to the Ready state.
A value greater than the value set for the untimed-wrap-up-value option.	Disables ACW.
untimed	ACW is untimed and the agent must manually return to the Ready state. Note: This value cannot be set on the Annex tab of an Agent Login object.

Changes Take Effect: Immediately
Related Feature: **Emulated Agents**

Specifies the amount of wrap-up time (ACW) allocated to emulated agents at the end of a business call.

This option can be set in a number of places, and T-Server processes it in the order of precedence shown below, highest first. If the value is not present at the higher level, T-Server checks the next level, and so on.

1. In the WrapUpTime Extensions attribute key of the TAgentPendingACW request (applies to this agent only).
2. In the WrapUpTime Extensions attribute key of the TACWInIdle request (applies to this agent only).
3. In the call, in the WrapUpTime UserData attribute (limited to ISCC scenarios).
4. In a DN configuration object of type ACD Queue or Routing Point, on the Annex tab in the TServer section.
5. In the WrapUpTime Extensions attribute key of the TAgentLogin request, (applies to this agent only).
6. In the Agent Login configuration object, on the Annex tab in the TServer section (but not including the untimed value).
7. Using an Agent Group corresponding to an object configured in the Configuration Layer as a device of type ACD Queue.
8. In the T-Server Application object, on the Options tab in the TServer section.

Enabling or Disabling Pending ACW Functionality

The following configuration options enable or disable the pending ACW functionality:

acw-in-idle-force-ready

acw-in-idle-force-ready

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Related Feature: **Emulated Agents**

Specifies whether, after timed manual wrap-up (when you have set the value of the `timed-acw-in-idle` to true), T-Server forces the agent to the Ready state. If this value is set to false, T-Server returns the agent to the agent's previous state prior to requesting manual wrap-up.

timed-acw-in-idle

timed-acw-in-idle

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Related Feature: **Emulated Agents**

Specifies whether T-Server applies the automatic wrap-up timer (using the `wrap-up-time` parameter) when an agent sends a `TAgentNotReady` request.

If the value of this option is set to false, T-Server does not automatically end manual wrap-up—the agent must return manually from ACW.

Note: For compatibility with the previous T-Server release, you can use the name `timed-cwk-in-idle` for this option as an alias.

Determining the Period of Legal Guard Time

The following configuration options determine the period of legal guard time:

legal-guard-reason

legal-guard-reason

Default Value: LegalGuard
Valid Value: Any string
Changes Take Effect: Immediately
Related Feature: **Emulated Agents**

Specifies the value of the Extensions attribute key used by T-Server to indicate that the agent is in legal guard mode. T-Server adds the ReasonCode Extensions attribute with a value of LegalGuard to the EventAgentNotReady event, signalling the start of legal guard. If this option is set to a null string, then no extension is added.

legal-guard-time

legal-guard-time

Default Value: 0 (zero)
Valid Value: Any integer from 0-30
Changes Take Effect: Immediately
Related Feature: **Emulated Agents**

Specifies a legal-guard time (in seconds) for emulated agents to postpone the transition to the Ready state after a business call. T-Server always considers a routed call a business call.

Handling Calls in Emulated ACW

T-Server's handling of an agent who is making or receiving a call while the agent is in emulated ACW is governed by the backwds-compat-acw-behavior configuration option.

backwds-compat-acw-behavior

Default Value: false
Valid Value: true, false
Changes Take Effect: Immediately
Related Feature: **Emulated Agents**

Specifies whether pre-8.0 behavior after-call work is enabled (value = true) or disabled (value = false), for backward compatibility.

If the value is set to true and an agent receives or makes a business call while in emulated ACW, T-Server does the following:

1. Stops the ACW timer.
2. Forces the agent to the Ready state.
3. Restarts ACW (and the legal-guard timer) after the new business call is released.

If an agent makes or receives a work-related call while in ACW, T-Server does the following:

- Suspends the ACW, but leaves the agent in the ACW state.
- Resumes the ACW timer once the work-related call is released.

Note: A work-related call is one made by an agent while in ACW, or a consultation call where the main call is either a business call or a work-related call.

After the ACW and any configured legal-guard time have been completed, the agent is forced to the Ready state.

- If an agent makes or receives a private call during ACW, no action is taken and the ACW timer keeps running.
- If the value is set to `false`, pre-8.0 behavior is used. In this case, T-Server forces the agent to the Ready state after the after-call work and legal-guard timer have been applied.