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T-Server for CSTA Connector Deployment Guide

[Related Configuration Options](#)

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Related Configuration Options

Enabling or Disabling the Agent No-Answer Supervision Feature

T-Server provides the following three configuration options for defining the behavior of the Agent No-Answer Supervision feature:

agent-no-answer-action

agent-no-answer-action

Default Value: none

Valid Values:

- none—T-Server takes no action on agents when calls are not answered.
- notready—T-Server sets agents NotReady when calls are not answered.
- logout—T-Server automatically logs out agents when calls are not answered.

Changes Take Effect: Immediately

Related Feature: **No-Answer Supervision**

Defines T-Server's default action if a logged-in agent (real or emulated) fails to answer a call within the time defined in agent-no-answer-timeout. See, the NO_ANSWER_ACTION Extensions attribute in the **Using the Extensions Attribute** section for more information about how this option is used.

Note: When you set a value for the no-answer-action option on the Annex tab of an Agent Login object in the Configuration Layer, that value overrides, for that agent, the value of the agent-no-answer-action option in the TServer section.

agent-no-answer-overflow

agent-no-answer-overflow

Default Value: No default value

Valid Values:

- none—T-Server does not attempt to overflow a call on an agent desktop when agent-no-answer-timeout expires. T-Server treats this value as the end of a list. Subsequent values are not executed.

- `recall`—T-Server returns the call to the last distribution device (the device reported in the `ThisQueue` attribute of the call) when `agent-no-answer-timeout` expires.
- `release`—T-Server releases the call.
- `<number>`—T-Server sends the call to the specified destination number.
- Any valid overflow destination—T-Server returns the call to the specified destination when `agent-no-answer-timeout` expires.

Changes Take Effect: Immediately

Related Feature: [No-Answer Supervision](#)

Specifies a sequence of overflow destinations that T-Server attempts to overflow to when the time specified in the `agent-no-answer-timeout` option expires. T-Server attempts to overflow in the order specified in the list. If all overflow attempts fail, T-Server abandons the overflow. See also, `NO_ANSWER_OVERFLOW Extensions` attribute in the [Using the Extensions Attribute](#) section for more information about how this option is used.

If the list of overflow destinations contains the value `recall` and the call was not distributed, T-Server skips to the next destination in the list.

Note: When you set a value for the `no-answer-overflow` option on the `Annex` tab of an `Agent Login` object in the Configuration Layer, that value overrides, for that agent, the value of the `agent-no-answer-overflow` option in the `TServer` section.

agent-no-answer-timeout

agent-no-answer-timeout

Default Value: 15

Valid Value: Any integer from 0-600

Changes Take Effect: Immediately

Related Feature: [No-Answer Supervision](#)

Defines the default time (in seconds) that T-Server allows for a logged-in agent (real or emulated) to answer a call before executing the actions defined in the `agent-no-answer-overflow` and `agent-no-answer-action` options. A value of 0 (zero) disables the Agent No-Answer Supervision feature. See also, the `NO_ANSWER_TIMEOUT Extensions` attribute in the [Using the Extensions Attribute](#) section for more information about how this option is used.

Notes:

- When you set a value for this option on the `Annex` tab of an `Agent Login` object in the Configuration Layer, that value overrides, for that agent, the value of this option set in the `TServer` section.
- Because this T-Server supports supervised routing, the value defined for option `supervised-route-timeout` overrides the value defined for `agent-no-answer-timeout` for supervised routed calls. If a call is delivered to a device using supervised routing, and the routing timeout expires, T-Server does not apply the specified no-answer overflow. If the call is routed to an agent, T-Server does apply the specified no-answer action after the supervised-routing timeout expires.

Enabling or Disabling the Agent No-Answer Supervision Feature for Devices of Type Extension

T-Server provides the following two configuration options for defining the behavior of No-Answer Supervision with devices of type Extension:

extn-no-answer-overflow

extn-no-answer-overflow

Default Value: No default value

Valid Values:

- none—T-Server does not attempt to overflow a call on an extension when the timeout value specified for the extn-no-answer-timeout configuration option expires. T-Server treats this value as the end of a list. Subsequent values are not executed.
- recall—T-Server returns the call to the last distribution device (the device reported in the ThisQueue attribute of the call) when the timeout value specified for the extn-no-answer-timeout configuration option expires.
- release—T-Server drops the call.
- Any valid overflow destination in a comma-separated list—T-Server returns the call to the specified destination when the timeout value specified for the extn-no-answer-timeout configuration option expires.

Changes Take Effect: Immediately

Related Feature: [No-Answer Supervision](#)

Specifies a sequence of overflow destinations that T-Server attempts to overflow to when the timeout value specified in the extn-no-answer-timeout option has expired.

T-Server attempts to overflow in the order specified in the list. If all overflow attempts fail, T-Server abandons the overflow. See, the NO_ANSWER_OVERFLOW Extensions attribute in the topic, [Using the Extensions Attribute](#), for more information about how this option is used.

If the list of overflow destinations contains the value recall and the call was not distributed, T-Server skips to the next destination in the list.

Note: If you set a value for the no-answer-overflow option on the Annex tab of any Extension object in Configuration Manager, that value overrides, for that Extension, the value of extn-no-answer-overflow in the TServer section.

extn-no-answer-timeout

extn-no-answer-timeout

Default Value: 15

Valid Value: Any positive integer from 0-600

Changes Take Effect: Immediately

Related Feature: **No-Answer Supervision**

Defines the default no-answer timeout (in seconds) that T-Server applies to any device of type Extension. When the timeout ends, T-Server executes the actions defined in the extn-no-answer-timeout option.

A value of 0 (zero) deactivates the no-answer supervision for devices of type Extension. See, the NO_ANSWER_TIMEOUT Extensions attribute in the topic, **Using the Extensions Attribute**, for more information about how this option is used.

Note: When you set a value for the no-answer-overflow option on the Annex tab of an Extension object in the Configuration Layer, that value overrides, for that Extension, the value of the extn-no-answer-overflow option set in the TServer section.

Enabling or Disabling the Agent No-Answer Supervision Feature for Devices of Type ACD Position

T-Server provides the following two configuration options for defining the behavior of No-Answer Supervision with devices of type ACD Position:

posn-no-answer-overflow

posn-no-answer-overflow

Default Value: No default value

Valid Values:

- none—T-Server does not attempt to overflow a call on an position when the timeout value specified for the posn-no-answer-timeout configuration option expires. T-Server treats this value as the end of a list. Subsequent values are not executed.
- recall—T-Server returns the call to the last distribution device (the device reported in the ThisQueue attribute of the call) when posn-no-answer-timeout expires.
- release—T-Server releases the call.
- Any valid overflow destination in a comma-separated list—T-Server returns the call to the specified

destination when the timeout value specified for the `extn-no-answer-timeout` configuration option expires.

Changes Take Effect: Immediately

Related Feature: [No-Answer Supervision](#)

Specifies a sequence of overflow destinations that T-Server attempts to overflow to when the timeout value specified in the `extn-no-answer-timeout` configuration option expires.

T-Server attempts to overflow in the order specified in the list. If all overflow attempts fail, T-Server abandons the overflow. See, the `NO_ANSWER_OVERFLOW` Extensions attribute in the topic, [Using the Extensions Attribute](#), for more information.

If the list of overflow destinations contains the value, `recall`, and the call was not distributed, T-Server skips to the next destination in the list.

Note: If you set a value for the `no-answer-overflow` option on the Annex tab of any individual ACD Position object in Configuration Manager, that value overrides, for that ACD Position, the value of `posn-no-answer-overflow` in the TServer section.

`posn-no-answer-timeout`

`posn-no-answer-timeout`

Default Value: 15

Valid Value: Any positive integer from 0-600

Changes Take Effect: Immediately

Related Feature: [No-Answer Supervision](#)

Defines the default no-answer timeout (in seconds) that T-Server applies to any device of type ACD Position. When the timeout ends, T-Server executes the actions defined in the `posn-no-answer-timeout` option.

A value of 0 (zero) deactivates the no-answer supervision for devices of type ACD Position. See, the `NO_ANSWER_TIMEOUT` Extensions attribute in the topic, [Using the Extensions Attribute](#), for more information about how this option is used.

Note: When you set a value for the `no-answer-overflow` option on the Annex tab of an ACD Position object in Configuration Manager, that value overrides, for that ACD Position, the value of the `posn-no-answer-overflow` option set in the TServer section.

Enabling or Disabling the Agent No-Answer Supervision Feature for Device-Specific Overrides

T-Server provides the following three configuration options with which you can configure device-specific overrides for individual devices. You set the values for these options on the Annex tab of the TServer section of the individual device in the Configuration Layer:

nas-private

nas-private

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Related Feature: **No-Answer Supervision**

Specifies whether No-Answer Supervision should be applied to private calls.

Note: When set in the TServer section, this option defines the default value for all private calls. However, you can also set a value for this option on the Annex tab of DN of type Extension or Agent Login in the section called TServer. When this option is set there, this value overrides the default value for the specific DN.

no-answer-action

no-answer-action

Default Value: None

Valid Values:

- none—T-Server take no action on agents when business calls are not answered.
- notready—T-Server sets agents to NotReady when business calls are not answered.
- logout—T-Server automatically logs out agents when business calls are not answered.

Changes Take Effect: Immediately

Related Feature: **No-Answer Supervision**

This option is defined in the Tserver section on the Annex tab of any Agent ID object in the configuration environment. The value set in the Annex tab is specific to this instance of an agent, and overrides the value for the same option set in the Options tab.

If an emulated or real PBX agent receives a T-Server business call and the agent fails to answer the

call within the time defined in the `agent-no-answer-timeout` option, the `no-answer-action` option determines the action T-Server performs on this agent.

Note: If a call is abandoned before one of the timeouts specified for the `agent-no-answer-timeout`, `no-answer-timeout`, or `supervised-route-timeout` expires (depending on which timer is applicable), T-Server performs no action on this agent.

no-answer-overflow

no-answer-overflow

Default Value: No default value

Valid Values:

- `none`—T-Server does not attempt to overflow a call on an agent desktop when `agent-no-answer-timeout` expires. T-Server treats this value as the end of a list. Subsequent values are not executed.
- `recall`—T-Server returns the call to the last distribution device (the device reported in the `ThisQueue` attribute of the call) when `agent-no-answer-timeout` expires.
- `release`—T-Server releases the call.
- `default`—T-Server stops execution of the current overflow sequence and continues with the T-Server default overflow sequence defined by the relevant overflow option in the `mainTServer` section.
- Any valid overflow destination—T-Server returns the call to the specified destination when `agent-no-answer-timeout` expires.

Changes Take Effect: Immediately

Related Feature: **No-Answer Supervision**

The value of the option overrides any of the following T-Server configuration options set at the Application-level for the object where it has been set (depending on the type of configuration object):

- `agent-no-answer-overflow`, if defined for an Agent Login object.
- `extn-no-answer-timeout`, if defined for an Extension object.

T-Server attempts to apply the overflow in the order that is listed. If the first overflow destination fails, then T-Server attempts the next one in the list. If all overflow destinations in the list fail, then T-Server abandons overflow. If the list of overflow destinations contains the value `recall` and the call was not distributed, T-Server skips to the next destination in the list.

no-answer-timeout

no-answer-timeout

Default Value: Same as the value in the corresponding option set at the Application-level

Valid Value: Any integer from 0-600

Changes Take Effect: Immediately

Related Feature: **No-Answer Supervision**

Defines the time (in seconds) that T-Server waits for a call to be answered that is ringing on the device in question. When the timer expires, T-Server applies the appropriate overflow, and, in the case of agents, the appropriate logout or NotReady action.

A value of 0 (zero) deactivates the no-answer supervision for this device.

When set, this option overrides any of the following T-Server configuration options set at the Application-level for the object where it has been set (depending on type of configuration object):

- agent-no-answer-timeout, if defined for an Agent Login object.
- extn-no-answer-timeout, if defined for an Extension object.

recall-no-answer-timeout

recall-no-answer-timeout

Default Value: 15

Valid Values: Any positive integer from 0-600

Changes Take Effect: Immediately

Related Feature: **No-Answer Supervision**

Defines the time that T-Server waits for a call to re-appear on a device as a result of a recall—for example: a ringback waiting to be answered. When the timer expires, T-Server executes the actions defined by the relevant overflow option, as well as the action option for cases where an agent is logged in.

There is no No-Answer Supervision for such calls, if the value is set to 0 (zero).

This option can be defined either in the main Tserver section or in a section called TServer on the Annex tab of any of the following configuration object types in Configuration Manager:

- Extension
- ACD Position
- Voice Treatment Port
- Agent Login

Enabling or Disabling the Agent No-Answer Supervision Feature for Reporting

The `nas-indication` option enables or disables No-Answer Supervision for reporting:

`nas-indication`

Default Value: none

Valid Values:

- none—No ReasonCode attribute or Extensions attribute is provided in the EventReleased event.
- ext—The NO_ANSWER_TIMEOUT Extensions attribute is supplied in the EventReleased event.
- rsn—The NO_ANSWER_TIMEOUT ReasonCode attribute is supplied in the EventReleased event.

Changes Take Effect: Immediately

Related Feature: [No-Answer Supervision](#)

Specifies the reporting action in the EventReleased event when No-Answer Supervision overflows a call. See, the `no-answer-timeout` option for more information.