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T-Server for CSTA Connector Deployment Guide

agent-reservation Section

5/11/2025

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The agent-reservation section contains the configuration options that are used to customize the T-Server Agent Reservation feature. See the Agent Reservation section for details on this feature.

Warning: The Agent Reservation functionality is currently a software-only feature that is used to coordinate multiple client applications. This feature does not apply to multiple direct or ACD-distributed calls.

collect-lower-priority-requests

collect-lower-priority-requests

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Specifies whether an agent reservation request is collected, depending on its priority during the time interval specified by the request-collection-time configuration option. When set to false, during the request-collection-time interval T-Server collects reservation requests of the highest priority only, rejecting newly submitted requests that have a lower priority or rejecting all previously submitted requests if a request with a higher priority arrives. When set to true (the default), agent reservation requests are collected as they were in pre-8.x releases.

request-collection-time

request-collection-time

Default Value: 100 milliseconds

Valid Values: See, [Timeout Value Format](#).

Changes Take Effect: Immediately

Specifies the time interval, in milliseconds, that the agent reservation requests are collected before a reservation is granted. During this time interval, the agent reservation requests are delayed, in order to balance the successful reservations between client applications—for example: Universal Routing Servers).

reject-subsequent-request

reject-subsequent-request

Default Value: `true`

Valid Values:

<code>true</code>	T-Server rejects subsequent requests.
<code>false</code>	A subsequent request prolongs the current reservation made by the same client application for the same agent.

Changes Take Effect: Immediately

Specifies whether T-Server rejects subsequent requests from the same client application, for an agent reservation for the same Agent object that is currently reserved.

Warning: Genesys does not recommend setting this option to `false` in a multi-site environment in which remote locations use the Agent-Reservation feature.

reservation-time

reservation-time

Default Value: 10000 milliseconds

Valid Values: See, [Timeout Value Format](#).

Changes Take Effect: Immediately

Specifies the default time interval for which an Agent DN is reserved. During this interval, the agent cannot be reserved again.