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T-Server for CSTA Connector Deployment Guide

DN-Level Options

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DN-Level Options

TServer Section

You can only set the configuration options described in this section in the TServer section of the Annex tab of the relevant configuration object in the Configuration Layer. You cannot define them in the main TServer configuration section.

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-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`.

bsns-call-type

bsns-call-type

Default Value: none

Valid Values:

`business`—The call is classified as a business call.

`private`—The call is classified as a private call.

`ignore`—The distribution point has no effect on business call classification.

Changes Take Effect: Immediately

Related Feature: **Business-Call Handling**

Specifies the business call type for calls that pass through or arrive at the associated device.

Note: This option takes precedence over the following options that are set at the Application-level: **inbound-bsns-calls**, **inherit-bsns-type**, and **outbound-bsns-calls**. This option may be over-riden by the `BusinessCallType Extensions` attribute.

dn-for-undesired-calls

dn-for-undesired-calls

Default Value: No default value

Valid Values: Any valid switch DN

Changes Take Effect: Immediately

Related Feature: **Smart OtherDN Handling**

Specifies the DN that T-Server uses as the request destination if the client provides a reserved DN in the request.

Note: You can set a value for this option in the appropriate DN Annex tab in the TServer section. When set there, this value overrides the default value for the DN.

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.

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.

max-outstanding

max-outstanding

Default Value: 0 (zero)

Valid Values: 0 - 100

Changes Take Effect: Immediately

Specifies the maximum number of outstanding sent requests awaiting the response from the link. T-Server must wait for a request response event for a request on this particular device before submitting any further requests.

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's 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-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.

override-switch-acw

override-switch-acw

Default Value: false

Valid Values:

- true—T-Server overrides the switch ACW.
- false—ACW overrides the emulated ACW.

Changes Take Effect: Immediately

Specifies whether T-Server emulated ACW overrides the switch ACW for calls distributed through a Routing Point.

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

prd-dist-call-ans-time

prd-dist-call-ans-time

Default Value: 0 (zero)

Valid Value: Any positive integer from 0-10

Changes Take Effect: Immediately

Specifies the time interval (in seconds) during which an agent can answer a predictive call before T-Server abandons it. If the value is set to 0 (zero), T-Server does not automatically abandon the call, which then rings on the agent desktop until it is answered.

When an emulated predictive dial is made from an emulated Routing Point, and the nas-indication and supervised-route-timeout configuration options are set, the value in the prd-dist-call-ans-time option takes precedence. For predictive dialing to work, you must set values greater than 0 (zero) for both options.

See, [Related Configuration Options](#) for a description of the options mentioned in this topic.

This option can be defined in two places:

1. In the T-Server Application object, which defines the default value to be applied for the predictive calls initiated from all distribution devices.
2. In the TServer section in the Annex tab of any ACD Queue or Routing Point that is to be used as the origination device for a predictive call. When this option is set there, this value overrides the value of the T-Server option set at the Application-level for all calls that originate from that ACD Queue or Routing Point.

Note: When using T-Server 8.0 with Outbound Contact Server (OCS) 7.6 or lower, this option must be set to 0 (zero).

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

rq-gap

rq-gap

Default Value: 0 (zero)

Valid Value: Any integer from 0-1000

Changes Take Effect: Immediately

Specifies the minimum interval (in milliseconds) between succeeding CTI requests sent over the link. You can adjust the value to meet CTI-link load and performance requirements.

You can set this option in the TServer section in the Annex tab of a device.

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.

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-Sever 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.