T-Server for CSTA Connector Deployment Guide

TServer Section (General)

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General TServer Section Options

All of the options in this section must be called `TServer`.

accept-dn-type

accept-dn-type

Default Value: `+acdqueue +announcement +data +extension +position +routedn +routequeue +trunk +voicemail`
Valid Values:
`+/-acdqueue`—Accepts or rejects registration on DN of type `ACD Queue` (`AddressTypeQueue`)
`+/-announcement`—Accepts or rejects registration on DN of type `Music Port` (`AddressTypeAnnouncement`)
`+/-data`—Accepts or rejects registration on DN of type `Modem` (`AddressTypeDataChannel`)
`+/-extension`—Accepts or rejects registration on DN of type `Extension` (`AddressTypeDN`)
`+/-position`—Accepts or rejects registration on DN of type `Position` (`AddressTypePosition`)
`+/-routedn`—Accepts or rejects registration on DN of type `Routing Point` (`AddressTypeRouteDN`)
`+/-routequeue`—Accepts or rejects registration on DN of type `Route Queue` (`AddressTypeRouteQueue`)
`+/-trunk`—Accepts or rejects registration on DN of type `trunk` or `tie line` (`AddressTypeTrunk`)
`+/-voicemail`—Accepts or rejects registration on DN of type `Voice Mail` (`AddressTypeVoiceChannel`)
Changes Take Effect: Immediately

Defines the supported set of device types that are not configured in the Configuration Layer, but that T-Server can register.

Note: All possible values are listed here, however, this set is T-Server specific.

agent-only-private-calls

agent-only-private-calls

Default Value: `false`
Valid Value: `true, false`
Changes Take Effect: Immediately

Specifies whether T-Server will classify a call as `private` when the initial business type of the call is `unknown` and there is no agent on the call in situations, but if an agent was on the call, the classification would be private.

- If the value of this option is set to `true`—the call remains as business type, `unknown`, when no agent is on the call, where the business type classification would be changed from `unknown` to `private`, if an agent was on the call.
- If the value of this option is set to `false`—calls with no agent(s) on the call are classified as `private` instead of being left as business type, `unknown`.

agent-group

agent-group

Default Value: `none`
Valid Value: Any agent group value
Changes Take Effect: At the next agent login session

Specifies a value for a virtual group to be used for T-Server reporting.

T-Server obtains the value for this option in the following order of precedence:

1. In the `TServer` section of the `Annex` tab of the `Agent Login` object
2. In the `TServer` section of the `Annex` tab of the`DN` object
3. In the main `TServer` section.

callback-dn

callback-dn

Default Value: `CallbackDN`
Valid Values: Any valid string representing a simulated DN
Changes Take Effect: Immediately

Sets the value of the third party DN used in reporting call back scenario as a simulated single-step transfer.

consult-supervised-rt

consult-supervised-rt

Default Value: `false`

Valid Values: `true, false`
Changes Take Effect: Immediately

Specifies whether T-Server allows supervised routing of consultation calls. If this option is set to a value of `false`, T-Server forces non-supervised routing for consultation calls, regardless of the configuration option or call-by-call settings.

Note: When set at the `Application`-level, this option defines the default value for all Routing Points. However, this option can also be specified on the `Annex` tab of `Routing Point` DNs, in which case it overrides the option set at the `Application`-level.

correct-connid

correct-connid

Default Value:`true`
Valid Value: `true, false`
Changes Take Effect: Immediately

If the value of this option is set to `true`, T-Server corrects the wrong `ConnectionID` provided by the application in CTI requests. If the value of this option is set to `false,` this feature is disabled.

correct-rqid

correct-rqid

Default Value: `true`
Valid Value: `true, false`
Changes Take Effect: Immediately

If the value of this option is set to `true,` T-Server corrects the wrong CTI client request. If the value of this option is set to `false`, this feature is disabled.

default-dn-type

default-dn-type

Default Value: `none`, `extension`, `position`
Valid Values:

- `acdqueue`—T-Server uses the `AddressTypeQueue` value
- `announcement`—T-Server uses the `AddressTypeAnnouncement` value

- data—T-Server uses the AddressTypeDataChannel value
- extension—T-Server uses the AddressTypeDN value
- none—T-Server assigns the DN type using the PBX-provided information
- position—T-Server uses the AddressTypePosition value
- trunk—T-Server uses the AddressTypeTrunk value
- voicemail—T-Server uses the AddressTypeVoiceChannel value

Changes Take Effect: Immediately

Defines the value that T-Server applies for the AttributeAddressType attribute when the client does not provide it or provides the value, AddressTypeUnknown, instead.

Note: All possible values are listed here, however, this set is T-Server specific.

dn-del-mode

dn-del-mode

Default Value:idle
Valid Values: never, idle, force, Timeout Value Format

- never—T-Server does not unregister the DN with the PBX and the device-related information is never deleted from the T-Server memory.
- idle—T-Server unregisters the DN with the PBX and the device-related information is deleted from the T-Server memory as soon as there are no more calls on this device.
- force—T-Server unregisters the DN with the PBX and the device-related information is deleted from the T-Server memory regardless of whether any calls exist on that DN.
- Timeout Value Format—T-Server applies a defined delay before unregistering the DN after the last call has left that DN. The valid value, idle is equivalent to setting the Timeout Value to 0 (zero).

Changes Take Effect: Immediately

Defines how T-Server handles device and device-related information when the DN is not configured in the Configuration Layer and there are no clients registered on that DN.

enable-rp-tout

enable-rp-tout

Default Value: 0 (zero)
Valid Values: See the Timeout Value Format section in the Framework 8.x T-Server for CSTA Connector

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Changes Take Effect: Immediately

Specifies the time interval that T-Server waits before enabling message routing on a Routing Point that has message routing disabled outside of T-Server control. When the value of this configuration option is set to `0` (zero), T-Server does not attempt to re-enable routing on such a disabled Routing Point.

link-control

link-1-name

Default Value: None. This option is required if the `link-control` section is not specified. Valid Values: Any valid section name.
Changes Take Effect: At next system restart

Specifies the section name where the CTI link options are specified.

link-n-name

link-n-name

Default Value: `link-tcp` The `link-tcp` section is required, if the connection to the CSTA Connector is not configured using the `Application` object's `Connections` tab
Valid Values: Any valid section name.
Changes Take Effect: Immediately

Specifies the section name that contains the configuration options assigned to the link for the connection to the CSTA Connector, where *n* is a consecutive number for a CTI link. The `link-control` section options only define the link handling—for example, the number of restarts, gaps, and so on. You *must* specify a value for this option.

The `link-n-name` option name refers to the link number and the section name—for example, `link-1-name`.

Warning: Do not update the link configuration while T-Server is running. Doing so causes a temporary disconnection. If that happens, you must validate each configuration option contained in the link section to reestablish the connection.

max-pred-req-delay

max-pred-req-delay

Default Value: 3 seconds
Valid Value: Any integer from `0-10`
Changes Take Effect: Immediately

Defines the maximum time (in seconds) that T-Server waits for a free dialing resource to become available before rejecting a `TMakePredictiveCall` request.

nas-indication

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, `no-answer-timeout`.

retain-call-tout

retain-call-tout

Default Value: 15 seconds
Valid Value: Any integer from `0-3600`
Changes Take Effect: Immediately

Specifies the time interval (in seconds) that T-Server waits before deleting information about calls that are completed, but for which it has received no notification from the switch.

show-supervisor-dns

show-supervisor-dns

Default Value:`false`
Valid Values: `true, false`
Changes Take Effect: Immediately

Specifies whether T-Server distinguishes supervisor DNs from regular parties in the `Extensions` attribute when reporting transfer and/or conference calls. Enables the special reporting of Supervisor DNs in transfer and conference call scenarios.

- If the value of this option is set to `true`, T-Server differentiates between the supervising devices and reports them as the `OrigSV-n` and `ConsultSV-n` keys of the `Extensions` attribute (as opposed to regular party reporting that uses the `OrigDN-n` and `ConsultDN-n` keys of the `Extensions` attribute).
- If the value of this option is set to `false`, T-Server reports supervising parties as regular parties using the `Extensions` attribute keys, `OrigDN` and `ConsultDN` in transfer and/or conference calls.

Note: Since the supervisor presence no longer makes a two-party call into a conference call, if this option is enabled, the `OtherDN` attribute is reported the same as if the call was monitored.

supervised-route-timeout

supervised-route-timeout

Default Value: 5 seconds
Valid Value: Any integer from `0-600`
Changes Take Effect: Immediately

Specifies the interval (in seconds) that T-Server waits for a call to be answered that is routed from an Routing Point using supervised routing. If the call is not answered within the period specified, T-Server recalls the call to the Routing Point and initiates rerouting. A value of `0` (zero) deactivates this feature. See, agent-no-answer-timeout.

This timeout should be set to a value higher than the system latency.

Notes:

- You can use the `Extensions` attribute, `SUPERVISED_ROUTE`, to override the value of this configuration option on a call-by-call basis. See the Using the Extensions Attribute topic for more information.
- When set in the `TServer` section, this option defines the default value for all Routing Points. However, you can also set a value for this option on the `Annex` tab of DNs of type `Routing Point` in a section called `TServer`. When set there, this value overrides the default value for the specific Routing Point. You can also use the `Extensions` attribute, `SUPERVISED_ROUTE`, to override the value of this configuration option on a call-by-call basis.

- In order for the supervised routing feature to be able to recall the call to the Routing Point, no Bounced Calls should be configured on the Routing Point in the switch configuration.

unknown-xfer-merge-udata

unknown-xfer-merge-udata

Default Value: `false`
Valid Values: `true, false`
Changes Take Place: Immediately

If the value of this option is set to `true`, T-Server copies the user data from the current monitored call to the call transferred from an unmonitored destination. Because the primary call was hitherto unknown, normal user data inheritance mechanisms cannot be used. Use this option with the `merge-user-data` option.