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T-Server for Cisco UCM Deployment Guide

Agent state change on unavailable DN

12/19/2025

Agent state change on unavailable DN

A call routed to an agent on an unexpectedly unavailable DN could be continuously routed to that same agent. To avoid this scenario, and to avoid further routing to that out-of-service DN, you can set the agent state to Not Ready, Walkaway, or Logged Out.

You can enable this functionality in any of three ways, in order of precedence:

- For specific calls, specify the extensions key `INVALID_DEST_ACTION`, with a value of `notready`, `walkaway`, or `logout`, in the `RequestRouteCall`.
- For specific agents, set the option **route-invalid-dest-action** in the Tserver section of the Annex tab of DN objects.
- For all agents, set the option **route-invalid-dest-action** in the Tserver section of the application.

route-invalid-dest-action

Valid Values: *none*, *notready*, *walkaway*, *logout*

Default: *none*

Effective: Immediately

When T-Server receives the error code `TERR_INV_DEST_DN` (177) when it tries to route a call, it takes one of these actions:

- *none*: T-Server takes no action.
- *notready*: T-Server sets the agent to `NotReady`.
- *walkaway*: T-Server sets the agent to `NotReady` with work mode `Walkaway`.
- *logout*: T-Server sets the agent to `LoggedOut`.

This option does not apply when DND is enabled.