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# Orchestration Server Developer's Guide

Agent Extension

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# Agent Extension

Beginning with release 8.1.400.81, ORS introduces a new SCXML extension, **Agent**, which can be used for implementing agent management features like logout, DND, and ability to change agent state for voice media.

## Important

Currently, only voice interactions are supported. The only allowed value for the media property is `_genesys.ixn.mediaType.TMediaVoice`.

All actions of the Agent functional module are finalized as soon as T-Library accepts a request, that is, the action done-event is sent to the SCXML session as soon as the request is successfully sent to T-Server.

## agent Action Elements

ORS supports the following new Action elements that can be used with Composer's **SCXML State block**:

## Important

To use these agent actions, you must manually configure the corresponding namespace in Composer.

### <logout>

This action logs out the agent from the ACD group. This is equivalent to the TAgentLogout request in T-Server.

Name	Required	Type	Def. value	Valid values	Description
requestid	False	Location expression	None	Any valid location expression, which represents a string.	This is the location for the request ID that is returned as part of this request. Standard attribute of all Orchestration actions.

Name	Required	Type	Def. value	Valid values	Description
agent	False	Value expression	None	Any valid expression, which represents a string.	Agent ID
for	True	Value expression	None	Any valid expression, which represents an object.	<p>The object structure must be as follows:</p> <pre>{   "dn": &lt;DN number&gt;, "switch": &lt;Switch name&gt; }</pre> <p><b>Note:</b> The dn property is mandatory.</p>
hints	False	Value expression	None	Any valid ECMA script object.	<p>The object structure must be as follows:</p> <pre>{   "extensions": &lt;object&gt;, "reason": &lt;string&gt; }</pre>

## <setmediastate>

This action sets the state of the agent as ready or not ready to receive the call. This is equivalent to the TAgentSetReady or TAgentSetNotReady requests in T-Server.

Name	Required	Type	Def. value	Valid values	Description
requestid	False	Location expression	None	Any valid location expression, which represents a string.	This is the location for the request ID that is returned as part of this request. Standard attribute of all Orchestration actions.
agent	False	Value expression	None	Any valid expression, which represents a string.	Agent ID
media	True	Value	None	<code>_genesys.ixn.media.type</code>	The type of media. The valid values are Voice, Video, and Text.

Name	Required	Type	Def. value	Valid values	Description
		expression			contain objects of the following structure:  <pre>{   "media":_genesys.ixn.mediaTy   "state":&lt;"ready" or "notready"&gt; }</pre>
for	True	Value expression	None	Any valid expression, which represents an object.	The object structure must be as follows:  <pre>{   "dn":&lt;DN number&gt;,"switch":&lt;Switch name&gt;&lt;br&gt; }</pre> <p><b>Note:</b> The dn property is mandatory.</p>
hints	False	Value expression	None	Any valid ECMA script object.	The object structure must be as follows:  <pre>{   "extensions":&lt;object&gt;,"reaso }</pre>

## <setdnd>

This action sets the **Do-Not-Disturb** (DND) feature to *On* or *Off* for the telephony object. This is equivalent to the TSetDNDOn or TSetDNDOff requests in T-Server.

Name	Required	Type	Def. value	Valid values	Description
requestid	False	Location expression	None	Any valid location expression, which represents a string.	This is the location for the request ID that is returned as part of this request. Standard attribute of all Orchestration actions.

Name	Required	Type	Def. value	Valid values	Description
agent	False	Value expression	None	Any valid expression, which represents a string.	Agent ID
set	True	Boolean value expression	None	Any boolean expression that returns a true or false.	Sets the desired DND state. If true, DNDOn, else, DNDOff.
for	True	Value expression	None	Any valid expression, which represents an object.	<p>The object structure must be as follows:</p> <pre>{   "dn":&lt;DN number&gt;,"switch":&lt;Switch name&gt; }</pre> <p><b>Note:</b> The dn property is mandatory.</p>
hints	False	Value expression	None	Any valid ECMA script object.	<p>The object structure must be as follows:</p> <pre>{   "extensions":&lt;object&gt;,"reason":&lt;string&gt; }</pre>

## Events

The following events are supported by the Agent extension:

Event Name	Attributes	Description
agent.logout.done		This event indicates the success of the request.
	requestid	This is the ID of the request.
error.agent.logout		This event indicates that an abnormal condition occurred while trying to perform the request.
	requestid	This is the ID of the request.

Event Name	Attributes	Description
	error	This is the type of error that occurred. The following are the possible values: <ul style="list-style-type: none"> <li>unknown</li> <li>invalidresource</li> <li>servererror</li> </ul>
	description	This is a more detailed description of the error.
agent.setmediastate.done		This event indicates the success of the request.
	requestid	This is the ID of the request.
error.agent.setmediastate		This error indicates that an abnormal condition occurred while trying to perform this request.
	requestid	This is the ID of the request.
	error	This is the type of error that occurred. The following are the possible values: <ul style="list-style-type: none"> <li>unknown</li> <li>invalidresource</li> <li>servererror</li> </ul>
	description	This is a more detailed description of the error.
agent.setdnd.done		This event indicates the success of the request.
	requestid	This is the ID of the request.
error.agent.setdnd		This error indicates that an abnormal condition occurred while trying to perform this request.
	requestid	This is the ID of the request.
	error	This is the type of error that occurred. The following are the possible values: <ul style="list-style-type: none"> <li>unknown</li> <li>invalidresource</li> <li>servererror</li> </ul>
	description	This is a more detailed description of the error.