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# Genesys Engage Digital (eServices)

agent-reservation

# agent-reservation

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## reject-subsequent-request

**Default Value:** true

**Valid Values:** true, false

**Changes Take Effect:** Immediately

With a value of true, Interaction Server rejects subsequent requests for an agent reservation from the same client application as the same agent. With a value of false, a subsequent request prolongs the current reservation made by the same client application for the same agent.

## request-collection-time

**Default Value:** 100

**Valid Values:** Any integer from 1 to 60,000 (60 seconds)

**Changes Take Effect:** Immediately

Specifies the interval (in milliseconds) at which agent-reservation requests are collected before a reservation is granted. During the interval specified, agent reservation requests are delayed to balance successful reservations between routing client applications (usually between Universal Routing Servers).

## reservation-time

**Default Value:** 10000

**Valid Values:** Any integer from 1 to 60,000 (60 seconds)

**Changes Take Effect:** Immediately

Specifies the default interval (in milliseconds) at which an agent is reserved to receive a routed interaction. During the interval specified, the agent cannot be reserved again.