



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Platform SDK Developer's Guide

TAgentWorkMode

12/19/2025

Contents

- 1 TAgentWorkMode
 - 1.1 Syntax
 - 1.2 Values

TAgentWorkMode

Syntax

```
typedef enum {
    AgentWorkModeUnknown    = 0,
    AgentManualIn           = 1,
    AgentAutoIn             = 2,
    AgentLegalGuard         = AgentAutoIn,
    AgentAfterCallWork      = 3,
    AgentAuxWork            = 4,
    AgentNoCallDisconnect   = 5,
    AgentWalkAway           = 6,
    AgentReturnBack         = 7
} TAgentWorkMode;
```

Values

- **AgentWorkModeUnknown** — The agent work mode is unknown or not specified.

Ready States

- **AgentManualIn** — The agent has to perform a manual operation to become available.
- **AgentAutoIn** — The switch's control system decides agent availability.
- **AgentReturnBack** — The agent has indicated his return to the agent workstation.

Not Ready States

- **AgentAfterCallWork** — If the agent work mode is set to **AgentManualIn**, this status specifies the condition assigned to the agent after the previous call has cleared and before the agent becomes available to receive the next call.
- **AgentAuxWork** — The agent is not ready to receive calls (specific to the Avaya Communication Manager).
- **AgentLegalGuard** — The switch's control system decides agent availability. (This is equivalent to **AgentAutoIn**, but as a sub state of **Not Ready**.)
- **AgentNoCallDisconnect** — The agent work mode is set to **NoCallDisconnect** rather than the default value. (See specifics of **NoCallDisconnect** IE in Meridian Link Release 5 Interface Specification).
- **AgentWalkAway** — The agent has solicited a request not to be available for receiving calls, and is away from the agent station.