Platform SDK Developer's Guide

TReserveAgent

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TReserveAgent

Description

The Agent Reservation feature provides a way to resolve race conditions between several T-Server clients attempting to access the same agent. T-Server collects concurrent reservation requests during a configurable time interval (set with the T-Server `request-collection-time` option). Once this collection time expires, T-Server randomly chooses one of the highest priority requests, positively responds to it with `EventAgentReserved`, and fails the rest of requests, rejecting each with `EventError`.

The successful agent reservation record remains active for some duration of time (the function's `duration` parameter). Setting `duration` to `0` cancels the reservation record. An attempt to cancel a non-existing reservation generates `EventError`. Setting the duration to `-1` forces T-Server to use a preconfigured duration. (See the `reservation-time` T-Server option.)

Any subsequent attempt to reserve an already-reserved agent fails and results in the generation of `EventError`. There is an exception, however, if the `reject-subsequent-request` option is set to `false`. In this case, the T-Server's client whose reservation request succeeded has the ability to reset the length of duration for an agent that is already reserved.

The agent being reserved can be defined by `agent_dn`, `agent_id`, or `agent_place`—at least one of these parameters must be present in the request. If more than one of these parameters is specified in the request, the reservation occurs on all specified entities.

The Agent Reservation feature does not prevent the reserved agent from changing state, receiving direct calls or calls distributed from ACD Queues. This feature is only intended as a way of synchronizing the operation of several T-Server clients. The agent is temporarily reserved for exclusive use, and other potential clients must either wait for the reservation to end, or choose an alternative agent.

Parameters

Name	Description
server	Local server handle to T-Server in question.
agent_dn	DN number to be reserved (may be NULL).
agent_id	Agent to be reserved (may be NULL).
agent_place	Place to be reserved (may be NULL).
duration	Required reservation time, in milliseconds. Specify `-1` to use default of 100000 milliseconds. The default value is set by the `reservation-time` configuration option.
priority	Request priority. Specify `-1` to use default of 0, the

Name	Description
	lowest priority value.
reasons	A pointer to a data structure that provides additional information associated with this action.
extensions	A pointer to an additional data structure.

Return Values

Standard (See standard-return-values.)