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T-Server Reference Guide

TAgentSetNotReady

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TAgentSetNotReady

Description

Sets a state in which the agent is not ready to receive calls. The agent's telephone set is specified by the parameter dn; the ACD group into which the agent is logged is specified by the parameter queue.

Parameters

Name	Description
server	Local server handle to the T-Server in question.
queue	Directory number of the ACD group for which the agent is requested to be set to Not-Ready.
dn	Directory number of the phone set the agent uses to handle calls.
workmode	Work mode that is requested to be set for the agent. Refer to the type TAgentWorkMode .
reasons	A pointer to a data structure that provides additional information associated with this action.
extensions	A pointer to an additional data structure. TAgentSetNotReady() uses the following extension: ReasonCode.

Return Values

Standard (See [standard-return-values](#).)

Comments

The basic status of unavailability set by the function itself may be further modified by the value of workmode.