T-Server Reference Guide

TAgentWorkMode

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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.