GENESYS

Microsoft Skype for Business Deployment Guide

No-Answer Supervision

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No-Answer Supervision

The No-Answer Supervision feature controls how to manage agent when call is not answered on a device. If an agent fails to answer a call within a specified timeout, you can configure T-Server to either log out the agent or set the agent to NotReady to prevent further calls from a failure.

The no-answer-action option defines the action if a logged-in agent fails to answer a call within the defined timeout. The option can be set in the Configuration Layer in the following places in order of precedence (highest to lowest):

1. The **[TServer]** section of the Agent Login object

2. The **[TServer]** section of the Extension DN object

3. The **[TServer]** section of the T-Server Application object

The option no-answer-timeout defines the timeout (in seconds) that T-Server waits for a call ringing on a destination device to be answered. When the timeout expires, T-Server cancels dialing out and reports EventError with the error code TERR_DN_NO_ANSWER. A ringing party is removed/released from the routing destination and the call can be routed again.

The option no-answer-timeout is configured in the **[TServer]** section of the T-Server Application object.

The **no-answer-action** and **no-answer-timeout** option values could be overridden by the extension key NO_ANSWER_ACTION and NO_ANSWER_TIMEOUT, respectively, in the TRouteCall request. This method allows the no-answer behavior to be determined in a routing strategy.

Keep in mind that T-Server ignores a value of 0 (zero) for the NO_ANSWER_TIMEOUT extension key. You cannot turn off the functionality by the request, although you can specify a long timeout to minimize its effect.