Genesys Events and Models Reference

Agent States and Work Modes

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Agent States and Work Modes

Contents

Agent states specify what state an agent is in. For example, an agent in Ready state is available to handle calls from an ACD queue. An agent can have several states with respect to different ACD devices, or he can use a single state to describe his relationship to all ACD devices. Agent states are reported in agent-state events.

Agent-State Diagram shows the agent states. Transitions between states, represented by arrows, show subsequent states that may be entered from a given state. The agent-state change occurs after T-Server generates a proper event.

Agent Null

The state where an agent is not logged in to an ACD group. Logging on and logging off cause the transition to and from this state.

Agent Not Ready

The state where an agent is logged in to an ACD group, but is not prepared to handle calls that the ACD distributes. While in this state, an agent can receive calls that are not handled by the ACD.

Agent Ready

The state where an agent is logged in to an ACD group and is prepared to handle calls that the ACD distributes.

Agent Busy Ready

The state where a device, on behalf of an agent, is involved with an existing ACD call even if that call is on hold at this device. After the call has been completed, the device is placed in the `Agent Ready` state (that is, it can pick up a new call). Direct calls between agents, calls between supervisors and agents, and private calls do not cause this transition.

Agent Busy NotReady

The state where a device, on behalf of an agent, is involved with an existing ACD call even if that call is on hold at this device. After the call has been completed, the device is placed in the `Agent Not Ready` state (that is, it cannot receive further calls from the ACD). Direct calls between agents, calls between supervisors and agents, and private calls do not cause this transition.

Agent Busy AfterCallWork

The state where a device, on behalf of an agent, is involved with an existing ACD call even if that call is on hold at this device. After the call has been completed, the device is placed in the `Agent After Call Work` state (that is, it is not able to receive further calls). Direct calls between agents, calls between supervisors and agents, and private calls do not cause this transition.

Agent After Call Work

The state where a device, on behalf of an agent, is no longer involved with an ACD call. While in this

state, the agent is performing administrative duties for a previous call and cannot receive further calls from the ACD.
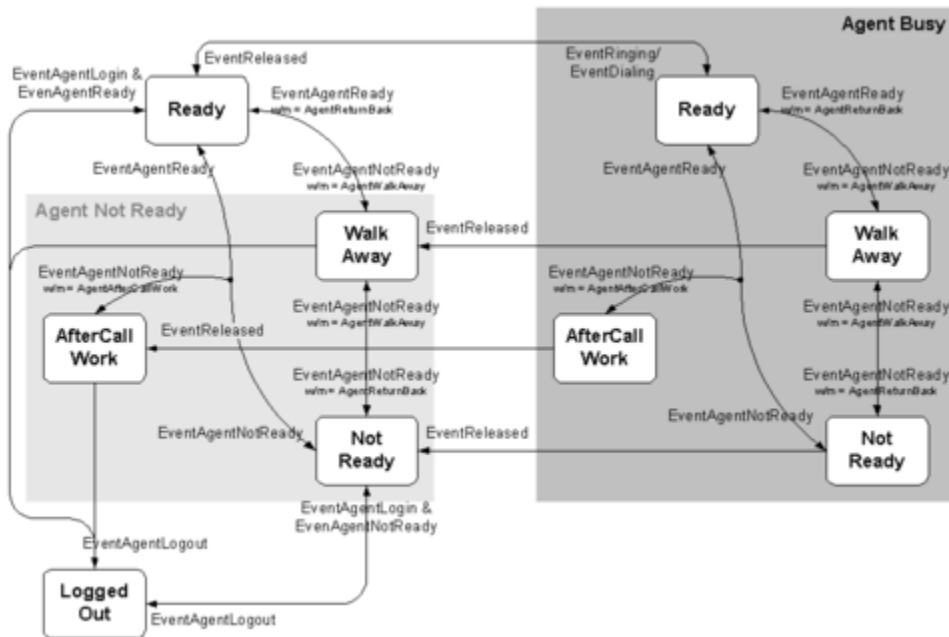
Agent Return Back

The state where an agent is logged in to an ACD group upon having returned from the `WalkAway` state. The agent may or may not be ready to receive calls.

Agent Walk Away

The state where an agent is logged in to an ACD group, but is understood not to be at his station, and thus not prepared to handle calls that the ACD distributes.

Agent-State Diagram

Agent-State Diagram

Agent-State Diagram Comments

In certain cases, even though the agent state remains the same, T-Server might generate distinct events to represent internal state transitions or data changes within this state. This can take place if T-Server is required to support switch-specific substates or if it must distribute additional resources or extensions. The following rules apply to these existing-state transitions:

- T-Server filters out unsolicited CTI messages that do not provide new information from the last `EventReady/NotReady`. For instance, if the switch re-sends the exact same event every time an ACD call is released on an agent's DN, T-Server does not continue to pass on these events to its clients. On the other hand, if switch-specific sub-states, as reported in `AttributeWorkMode`, or if the `ReasonCode` attribute is changed, then T-Server distributes `EventReady/NotReady`.

- T-Server distributes a corresponding `EventReady/NotReady` when clients initiate a same-state transition, provided T-Server can confirm the state with the switch, or T-Server has enough confidence that the internally kept state is correct. In the process of confirming the state with the switch, if T-Server receives an error message that suggests "in the same state," it translates this into a positive response. If these CTI messages do not provide adequate information regarding the problem with the request, based on internal data, T-Server may generate a response to the client on its own.

Important

Beginning with the 7.1 release of T-Server, the function TAgentSetIdleReason(), and its corresponding event, is no longer supported. Instead, use the generic Request/ EventAgentReady/NotReady with a new value for ReasonCode in the Extensions attribute and/or in the attribute Reason.

- The following transitions are available as of the 7.1 release of T-Library:

    - T-Server responds with `EventAgentLogin` (distributed to all registered clients) in response to the `AgentLogin()` function, as long as the credentials (`AgentID` and `ThisQueue`) used by the already-logged-in agent are the same for this DN (and provided T-Server is able to verify this information on the switch). In the case of credentials that differ:

        - Since the Genesys model supports only one agent with distinct `AgentID` logged in on a given device, depending on the switch, T-Server either rejects a request with a distinct `AgentID` or forces a logout of the old `AgentID`.

        - Requests that have different `ThisQueue` values are processed according to whether multiple logins are allowed by the CTI protocol.

- `EventAgentLogout` in connection with a `Logged Out` state is allowed in response to a client's request, but is not required. Genesys recommends that you direct the request to the switch and translate any positive acknowledgement (one indicating a previous agent state de-synchronization) into `EventAgentLogout`.

Agent-State Diagram Limitations

- Not all agent states are available on all switching platforms. Furthermore, some platforms may have additional substates. Please refer to the switch's documentation for more information.

- Depending on switch capabilities, not all transitions are available on all platforms. Please refer to the switch's documentation for more information.

- In some cases, when T-Server does not have sufficient information from the CTI link, it may use the `Logged In` state (not shown in the diagram) to indicate that an agent is logged in, but that his status is not known. In order to report the transition from the `Logged Out` to the `Logged In` state, T-Server sends a single `EventAgentLogin,`without also sending an `EventReady` or `EventNotReady`.