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T-Server for CSTA Connector Deployment Guide

Business-Call Handling

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Business-Call Handling

This section describes how T-Server handles different types of calls. Based on the call assignment, T-Server applies the appropriate business-call handling after the call is released.

T-Server Call Classification

T-Server automatically assigns every call to one of the four following categories:

Business Calls

The `bsns-call-dev-types` configuration option determines whether a call on a distribution device is promoted to a business call type. Use the following configuration options to define what additional calls (to or from an agent) are classified as business calls:

- `inbound-bsns-calls`
- `outbound-bsns-calls`
- `inherit-bsns-type`
- `internal-bsns-calls`
- `unknown-bsns-calls`

See the [Related Configuration Options](#) topic for more information about these configuration options.

Private Calls

T-Server categorizes any call that does not fall into the business or work-related categories as a private call. T-Server does not apply any automatic business-call handling after a private call. If emulated agents receive a direct private call while in wrap-up or legal-guard time, the emulated wrap-up or legal-guard timer is not interrupted.

Unknown Calls

Any call that does not fall into any of the above categories is classified as an unknown call.

Work-Related Calls

T-Server categorizes any non-business call that an agent makes while in an after-call work (ACW) as a work-related call. T-Server does not apply any automatic business-call handling after a work-related call.

Because emulated agents can make or receive a direct work-related call while in wrap-up time, T-Server pauses the emulated wrap-up timer for the duration of such a call.

If an agent receives a direct work-related call during legal-guard time, T-Server cancels the legal-guard timer and reapplies it at the end of the work-related call.