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T-Server for CSTA Connector Deployment Guide

Emulated Agent Ready/NotReady

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Emulated Agent Ready/NotReady

Emulated agents can perform an emulated Ready or NotReady request regardless of whether they are on a call, subject to the rules governing work modes.

T-Server also reports any change in agent mode requested by the agent while remaining in a NotReady state (self-transition).

Note: The *Genesys Events and Models Reference Manual* and the *Platform SDK 8 .NET (or Java) API Reference* define which agent state/agent mode transitions are permissible.