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T-Server for CSTA Connector Deployment Guide

Emulated After-Call Work (ACW)

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Emulated After-Call Work (ACW)

T-Server can apply emulated wrap-up (after-call work or ACW) for agents after a business call is released, unless the agent is still involved in another business call (see [Business Call Handling](#)).

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

Timed and Untimed ACW

T-Server applies emulated ACW for an agent after any business call is released from an established state. T-Server automatically returns the agent to the Ready state at the end of a timed ACW period. The agent must return to the Ready state manually when the ACW period is untimed.

Events and Extensions

T-Server indicates the expected amount of ACW for an agent in EventEstablished event using the WrapUpTime Extensions attribute. It is not indicated in the EventRinging event because the value may change between the call ringing and the call answer. Untimed ACW is indicated by the string value, untimed, otherwise the value indicates the expected ACW period in seconds.

T-Server reports ACW using the EventAgentNotReady event with the AgentAfterCallWork agent work mode and indicates the amount of ACW it will apply using the WrapUpTime Extensions attribute.

T-Server sends theEventNotReady(ACW) before the EventReleased at the end of the business call.

Emulated ACW Period

The amount of emulated ACW that T-Server applies (when required) after a business call is determined by the value in the wrap-up-time configuration option.

The untimed-wrap-up-value configuration option determines which specific integer value of wrap-up-time indicates the untimed ACW. To specify the untimed ACW in Extensions or UserData attribute requests, you should use the string untimed instead. All positive integer values are treated as indicating timed ACW (in seconds). For backwards compatibility, the default value of untimed-wrap-up-value is 1000.

Note: Changing the value of untimed ACW should be done with care, because may affect the interpretation of all integer values of the wrap-up-time option in Configuration Manager. If lowered, it may change the timed ACW to untimed, or disable ACW altogether. If raised, it may change the untimed or disabled ACW to timed ACW. The use of the new option (string) value, untimed, is encouraged wherever possible to minimize the impact of any future changes to the value of the

untimed-wrap-up-value option.

Pending ACW

An agent can request emulated ACW, or override the period of (emulated) ACW to be applied to themselves, while on an established call. T-Server applies the emulated ACW when the call is released. The agent sends a TAgentSetReady request with workmode = 3 to request pending ACW while on an established call. The WrapUpTime Extensions attribute indicates the amount of ACW that T-Server applies, using the following parameters and rules:

- Extension missing - untimed ACW
- Value = 0 - ACW is disabled
- Value greater than 0 - period of timed ACW in seconds
- Value = untimed - untimed ACW
- Invalid value - request is rejected

If the request is successful, T-Server sends an EventAgentReady message with workmode = 3 (ACW). T-Server will also indicate that the agent is in a pending ACW state by adding the ReasonCode Extensions attribute with the new value PendingACW. It will also indicate the period of ACW to be applied using the WrapUpTime Extensions attribute.

An agent may alter the period of pending ACW by sending a new TAgentSetReady request with workmode = 3, using a different value for the WrapUpTime Extensions attribute. If the request is successful, T-Server sends another EventAgentReady event, indicating the new value in the WrapUpTime Extensions attribute.

Note: To enable this feature the agent desktop the WrapUpTime Extensions attribute must be enabled on the agent desktop.

Emulated ACW In Idle

An agent can activate wrap-up time on request when idle, by issuing a TAgentSetNotReady request with workmode = 3 (AgentAfterCallWork) to request emulated ACW while idle.

Extending ACW

An agent can request an extension to the amount of emulated ACW for a call while in emulated ACW or in the legal-guard state.

The agent requests an Extensions attribute to ACW by sending a TAgentSetNotReady request with workmode = 3 (AgentAfterCallWork). T-Server determines the period of the extended ACW from the WrapUpTime Extensions attribute, as follows:

- Value = 0 - No change to ACW period, but T-Server reports how much ACW time remains.
- Value greater than 0 - T-Server adds the given number of seconds to the timed ACW period. Untimed ACW remains unaffected.
- Value = untimed - T-Server applies untimed ACW.

T-Server sends an `EventAgentNotReady` message with `workmode = 3` (`AgentAfterCallWork`), reporting the newly extended amount of ACW using the `WrapUpTime Extensions` attribute. If the agent was in the emulated legal-guard state, T-Server places the agent back into emulated ACW state.

The agent may extend the period of ACW as many times as desired. At the end of the extended timed ACW period, T-Server applies legal guard if any is configured. No legal guard is applied if the emulated ACW was untimed.

Note: To enable this feature the agent desktop the `WrapUpTime Extensions` attribute must be enabled on the agent desktop.

Emulated Legal-Guard Time

T-Server applies emulated legal-guard time for agents before they are about to be automatically set ready after any period of timed ACW or after the last business call is released where there is no ACW to be applied. It is a regulatory requirement in many countries to guarantee that agents have a break of a few seconds before the next call can arrive. No legal-guard time is applied if the ACW period was not timed or if the agent is not being placed into the Ready state.

T-Server reports legal guard using an `EventAgentNotReady` event with `workmode = 2` (`LegalGuard`). If an agent requests to be logged out during emulated legal-guard time, T-Server immediately logs the agent out.

If the agent requests to go to a Not Ready or Ready state during legal-guard time, T-Server terminates legal guard and transitions the agent to the requested state. If the agent requests to return to the ACW state, T-Server re-applies legal guard at the end of ACW, provided that the agent still requires it according to the above criteria.

The period of legal guard is determined by the configuration option, `legal-guard-time`. See, the [Related Configuration Options](#) topic for more information.

HA Synchronization

On startup and link re-establishment, the Hot Standby backup T-Server requests the primary T-Server to send details of all agents. The primary T-Server replies with all the information required for switchover, including all emulated and switch-based data.

From this point on, the primary T-Server also sends a similar synchronization message whenever an emulated agent's state changes.

This means that a higher level of synchronization between the two T-Servers is maintained at all times.