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Genesys Engage Digital (eServices)

agent-reservation

5/8/2025

agent-reservation

- reject-subsequent-request
- request-collection-time
- reservation-time

reject-subsequent-request

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

With a value of true, Interaction Server rejects subsequent requests for an agent reservation from the same client application as the same agent. With a value of false, a subsequent request prolongs the current reservation made by the same client application for the same agent.

request-collection-time

Default Value: 100

Valid Values: Any integer from 1 to 60,000 (60 seconds)

Changes Take Effect: Immediately

Specifies the interval (in milliseconds) at which agent-reservation requests are collected before a reservation is granted. During the interval specified, agent reservation requests are delayed to balance successful reservations between routing client applications (usually between Universal Routing Servers).

reservation-time

Default Value: 10000

Valid Values: Any integer from 1 to 60,000 (60 seconds)

Changes Take Effect: Immediately

Specifies the default interval (in milliseconds) at which an agent is reserved to receive a routed interaction. During the interval specified, the agent cannot be reserved again.