Genesys Info Mart User's Guide

Technical Descriptor Combinations

5/4/2025

Technical Descriptor Combinations

The TECHNICAL_DESCRIPTOR dimension is a composite of the resource role, role reason, technical result, and technical result reason attributes of a particular INTERACTION_RESOURCE_FACT (IRF) or MEDIATION_SEGMENT_FACT (MSF) record.

The table below summarizes the combinations of attributes that constitute the available technical descriptor dimensions, arranged initially in order of the TECHNICAL_DESCRIPTOR_KEY. Click a column name to sort the table by that column; reload the page to re-sort by TECHNICAL_DESCRIPTOR_KEY. New technical descriptors are added as required to support Genesys Info Mart features, and the table does not indicate in which release a technical descriptor combination was added.

For more information about the individual technical descriptor attributes, see Resource Roles and Technical Results.

> ### Important
>
> The TECHNICAL_DESCRIPTOR dimension table includes some combinations of attributes that Genesys Info Mart does not use.

Technical Descriptor Combinations

Technical Descriptor Key	Resource Role	Role Reason	Technical Result	Technical Result Reason
0	RECEIVED	UNSPECIFIED	COMPLETED	UNSPECIFIED
1	RECEIVED	UNSPECIFIED	ABANDONED	UNSPECIFIED
2	RECEIVED	UNSPECIFIED	TRANSFERRED	UNSPECIFIED
3	RECEIVED	UNSPECIFIED	ROUTED	UNSPECIFIED
4	RECEIVED	UNSPECIFIED	DIVERTED	UNSPECIFIED
5	RECEIVEDTRANSFER	UNSPECIFIED	COMPLETED	UNSPECIFIED
6	RECEIVEDTRANSFER	UNSPECIFIED	ABANDONED	UNSPECIFIED
7	RECEIVEDTRANSFER	UNSPECIFIED	TRANSFERRED	UNSPECIFIED
8	RECEIVEDTRANSFER	UNSPECIFIED	ROUTED	UNSPECIFIED
9	RECEIVEDTRANSFER	UNSPECIFIED	DIVERTED	UNSPECIFIED
10	RECEIVEDCONSULT	UNSPECIFIED	COMPLETED	UNSPECIFIED
11	RECEIVEDCONSULT	UNSPECIFIED	ABANDONED	UNSPECIFIED
12	RECEIVEDCONSULT	UNSPECIFIED	TRANSFERRED	UNSPECIFIED
13	RECEIVEDCONSULT	UNSPECIFIED	ROUTED	UNSPECIFIED
14	RECEIVEDCONSULT	UNSPECIFIED	DIVERTED	UNSPECIFIED
15	ROUTEDTO	UNSPECIFIED	COMPLETED	UNSPECIFIED
16	ROUTEDTO	UNSPECIFIED	ABANDONED	UNSPECIFIED
17	ROUTEDTO	UNSPECIFIED	TRANSFERRED	UNSPECIFIED
18	ROUTEDTO	UNSPECIFIED	ROUTED	UNSPECIFIED
19	ROUTEDTO	UNSPECIFIED	DIVERTED	UNSPECIFIED
20	DIVERTEDTO	UNSPECIFIED	COMPLETED	UNSPECIFIED
21	DIVERTEDTO	UNSPECIFIED	ABANDONED	UNSPECIFIED
22	DIVERTEDTO	UNSPECIFIED	TRANSFERRED	UNSPECIFIED
23	DIVERTEDTO	UNSPECIFIED	ROUTED	UNSPECIFIED

Technical Descriptor Combinations

Technical Descriptor Key	Resource Role	Role Reason	Technical Result	Technical Result Reason
24	DIVERTEDTO	UNSPECIFIED	DIVERTED	UNSPECIFIED
25	INITIATEDCONSULT	UNSPECIFIED	COMPLETED	UNSPECIFIED
26	INITIATEDCONSULT	UNSPECIFIED	ABANDONED	UNSPECIFIED
27	INITIATEDCONSULT	UNSPECIFIED	TRANSFERRED	UNSPECIFIED
28	INITIATEDCONSULT	UNSPECIFIED	CONFERENCED	UNSPECIFIED
29	INCONFERENCE	UNSPECIFIED	COMPLETED	UNSPECIFIED
30	INCONFERENCE	UNSPECIFIED	ABANDONED	UNSPECIFIED
31	INCONFERENCE	UNSPECIFIED	TRANSFERRED	UNSPECIFIED
32	INITIATED	UNSPECIFIED	COMPLETED	UNSPECIFIED
33	INITIATED	UNSPECIFIED	ABANDONED	UNSPECIFIED
34	INITIATED	UNSPECIFIED	TRANSFERRED	UNSPECIFIED
35	RECEIVEDREQUEST	UNSPECIFIED	COMPLETED	UNSPECIFIED
36	RECEIVED	UNSPECIFIED	CUSTOMERABANDONED	ABANDONEDWHILEQUEUED
37	RECEIVED	UNSPECIFIED	CUSTOMERABANDONED	ABANDONEDFROMHOLD
38	RECEIVED	UNSPECIFIED	CUSTOMERABANDONED	ABANDONEDWHILERINGING
39	RECEIVEDTRANSFER	UNSPECIFIED	CUSTOMERABANDONED	ABANDONEDWHILEQUEUED
40	RECEIVEDTRANSFER	UNSPECIFIED	CUSTOMERABANDONED	ABANDONEDFROMHOLD
41	RECEIVEDTRANSFER	UNSPECIFIED	CUSTOMERABANDONED	ABANDONEDWHILERINGING
42	ROUTEDTO	UNSPECIFIED	CUSTOMERABANDONED	ABANDONEDWHILEQUEUED
43	ROUTEDTO	UNSPECIFIED	CUSTOMERABANDONED	ABANDONEDFROMHOLD
44	ROUTEDTO	UNSPECIFIED	CUSTOMERABANDONED	ABANDONEDWHILERINGING
45	DIVERTEDTO	UNSPECIFIED	CUSTOMERABANDONED	ABANDONEDWHILEQUEUED
46	DIVERTEDTO	UNSPECIFIED	CUSTOMERABANDONED	ABANDONEDFROMHOLD
47	DIVERTEDTO	UNSPECIFIED	CUSTOMERABANDONED	ABANDONEDWHILERINGING

Technical Descriptor Combinations

Technical Descriptor Key	Resource Role	Role Reason	Technical Result	Technical Result Reason
48	INITIATED	UNSPECIFIED	DESTINATIONBUSY	UNSPECIFIED
49	RECEIVED	UNSPECIFIED	PULLED	UNSPECIFIED
50	RECEIVEDTRANSFER	UNSPECIFIED	PULLED	UNSPECIFIED
51	ROUTEDTO	UNSPECIFIED	PULLED	UNSPECIFIED
52	PULLER	UNSPECIFIED	COMPLETED	UNSPECIFIED
53	PULLER	UNSPECIFIED	TRANSFERRED	UNSPECIFIED
54	PULLER	UNSPECIFIED	ROUTED	UNSPECIFIED
55	PULLER	UNSPECIFIED	ABANDONED	UNSPECIFIED
56	PULLER	UNSPECIFIED	ABANDONED	ABANDONEDWHILEQUEUED
57	PULLER	UNSPECIFIED	CUSTOMERABANDONED	UNSPECIFIED
58	PULLER	UNSPECIFIED	CUSTOMERABANDONED	ABANDONEDWHILEQUEUED
59	PULLER	UNSPECIFIED	CUSTOMERABANDONED	ABANDONEDWHILERINGING
60	REDIRECTEDTO	UNSPECIFIED	PULLED	UNSPECIFIED
61	REDIRECTEDTO	UNSPECIFIED	ABANDONED	UNSPECIFIED
62	REDIRECTEDTO	UNSPECIFIED	CUSTOMERABANDONED	UNSPECIFIED
63	REDIRECTEDTO	UNSPECIFIED	CUSTOMERABANDONED	ABANDONEDWHILEQUEUED
64	RECEIVED	UNSPECIFIED	CLEARED	UNSPECIFIED
65	RECEIVED	UNSPECIFIED	CLEARED	STUCKCALL
66	UNKNOWN	UNSPECIFIED	NONE	UNSPECIFIED
67	INCONFERENCE	CONFERENCEINITIATOR	COMPLETED	UNSPECIFIED
68	INCONFERENCE	CONFERENCEJOINED	COMPLETED	UNSPECIFIED
69	INITIATED	UNSPECIFIED	ROUTED	UNSPECIFIED
70	RECEIVED	UNSPECIFIED	NONE	UNSPECIFIED
71	RECEIVEDTRANSFER	UNSPECIFIED	NONE	UNSPECIFIED

Technical Descriptor Combinations

Technical Descriptor Key	Resource Role	Role Reason	Technical Result	Technical Result Reason
72	RECEIVEDCONSULT	UNSPECIFIED	NONE	UNSPECIFIED
73	ROUTEDTO	UNSPECIFIED	NONE	UNSPECIFIED
74	DIVERTEDTO	UNSPECIFIED	NONE	UNSPECIFIED
75	INITIATEDCONSULT	UNSPECIFIED	NONE	UNSPECIFIED
76	INCONFERENCE	UNSPECIFIED	NONE	UNSPECIFIED
77	INITIATED	UNSPECIFIED	NONE	UNSPECIFIED
78	RECEIVEDREQUEST	UNSPECIFIED	NONE	UNSPECIFIED
79	PULLER	UNSPECIFIED	NONE	UNSPECIFIED
80	REDIRECTEDTO	UNSPECIFIED	NONE	UNSPECIFIED
82	INCONFERENCE	CONFERENCEJOINED	ABANDONED	UNSPECIFIED
83	INCONFERENCE	UNSPECIFIED	CUSTOMERABANDONED	ABANDONEDWHILERINGING
84	INCONFERENCE	CONFERENCEJOINED	CUSTOMERABANDONED	ABANDONEDWHILERINGING
85	INITIATEDCONSULT	UNSPECIFIED	DESTINATIONBUSY	UNSPECIFIED
86	RECEIVED	UNSPECIFIED	DIVERTED	ANSWEREDBYAGENT
87	RECEIVED	UNSPECIFIED	DIVERTED	ANSWEREDBYOTHER
88	RECEIVED	UNSPECIFIED	DIVERTED	REDIRECTED
89	RECEIVED	UNSPECIFIED	DIVERTED	ABANDONEDWHILERINGING
90	RECEIVED	UNSPECIFIED	REDIRECTED	ROUTEONNOANSWER
91	ROUTEDTO	UNSPECIFIED	REDIRECTED	ROUTEONNOANSWER
92	DIVERTEDTO	UNSPECIFIED	REDIRECTED	ROUTEONNOANSWER
93	RECEIVEDCONSULT	UNSPECIFIED	REDIRECTED	ROUTEONNOANSWER
94	RECEIVEDTRANSFER	UNSPECIFIED	REDIRECTED	ROUTEONNOANSWER
95	INCONFERENCE	UNSPECIFIED	REDIRECTED	ROUTEONNOANSWER
96	RECEIVED	UNSPECIFIED	REDIRECTED	UNSPECIFIED

Technical Descriptor Combinations

Technical Descriptor Key	Resource Role	Role Reason	Technical Result	Technical Result Reason
97	ROUTEDTO	UNSPECIFIED	REDIRECTED	UNSPECIFIED
98	DIVERTEDTO	UNSPECIFIED	REDIRECTED	UNSPECIFIED
99	RECEIVEDCONSULT	UNSPECIFIED	REDIRECTED	UNSPECIFIED
100	RECEIVEDTRANSFER	UNSPECIFIED	REDIRECTED	UNSPECIFIED
101	INCONFERENCE	UNSPECIFIED	REDIRECTED	UNSPECIFIED
102	RECEIVED	UNSPECIFIED	CLEARED	ROUTEDFROMANOTHERVQ
103	RECEIVED	UNSPECIFIED	CLEARED	DEFAULTROUTEDBYSTRATEGY
104	RECEIVED	UNSPECIFIED	CLEARED	DEFAULTROUTEDBYSWITCH
105	RECEIVED	UNSPECIFIED	CLEARED	TARGETSCLEARED
106	RECEIVED	UNSPECIFIED	CONFERENCED	UNSPECIFIED
107	RECEIVEDTRANSFER	UNSPECIFIED	CONFERENCED	UNSPECIFIED
108	ROUTEDTO	UNSPECIFIED	CONFERENCED	UNSPECIFIED
109	DIVERTEDTO	UNSPECIFIED	CONFERENCED	UNSPECIFIED
110	INCONFERENCE	UNSPECIFIED	CONFERENCED	UNSPECIFIED
111	RECEIVEDCONSULT	UNSPECIFIED	DIVERTED	ABANDONEDWHILERINGING
112	RECEIVEDCONSULT	UNSPECIFIED	DIVERTED	ANSWEREDBYAGENT
113	RECEIVEDCONSULT	UNSPECIFIED	DIVERTED	ANSWEREDBYOTHER
114	RECEIVEDCONSULT	UNSPECIFIED	DIVERTED	REDIRECTED
115	RECEIVEDCONSULT	UNSPECIFIED	DIVERTED	ROUTEONNOANSWER
116	ROUTEDTO	UNSPECIFIED	REDIRECTED	REJECTED
117	ROUTEDTO	UNSPECIFIED	REDIRECTED	REVOKED
118	RECEIVEDTRANSFER	UNSPECIFIED	ABANDONED	REJECTED
119	RECEIVEDCONSULT	UNSPECIFIED	ABANDONED	REJECTED
120	INCONFERENCE	UNSPECIFIED	ABANDONED	REJECTED

Technical Descriptor Combinations

Technical Descriptor Key	Resource Role	Role Reason	Technical Result	Technical Result Reason
121	RECEIVEDTRANSFER	UNSPECIFIED	ABANDONED	REVOKED
122	RECEIVEDCONSULT	UNSPECIFIED	ABANDONED	REVOKED
123	INCONFERENCE	UNSPECIFIED	ABANDONED	REVOKED
124	INITIATED	UNSPECIFIED	REDIRECTED	PULLEDBACK
125	PULLER	UNSPECIFIED	REDIRECTED	PULLEDBACK
126	REDIRECTEDTO	PULLEDBACK	NONE	UNSPECIFIED
127	REDIRECTEDTO	PULLEDBACK	ABANDONED	UNSPECIFIED
128	REDIRECTEDTO	PULLEDBACK	CUSTOMERABANDONED	UNSPECIFIED
129	REDIRECTEDTO	PULLEDBACK	CUSTOMERABANDONED	ABANDONEDWHILEQUEUED
130	REDIRECTEDTO	PULLEDBACK	PULLED	UNSPECIFIED
131	RECEIVED	UNSPECIFIED	CUSTOMERABANDONED	ANSWEREDBYOTHER
132	RECEIVEDTRANSFER	UNSPECIFIED	CUSTOMERABANDONED	ANSWEREDBYOTHER
133	ROUTEDTO	UNSPECIFIED	CUSTOMERABANDONED	ANSWEREDBYOTHER
134	DIVERTEDTO	UNSPECIFIED	CUSTOMERABANDONED	ANSWEREDBYOTHER
135	RECEIVED	UNSPECIFIED	CLEARED	PULLEDBACK
136	RECEIVED	UNSPECIFIED	CLEARED	STOPPED
137	RECEIVED	UNSPECIFIED	DIVERTED	REVOKED
138	RECEIVED	UNSPECIFIED	DIVERTED	REJECTED
139	RECEIVED	UNSPECIFIED	DIVERTED	ROUTEDTOOTHER
140	INCONFERENCE	CONFERENCEJOINED	REDIRECTED	ROUTEONNOANSWER
141	INCONFERENCE	CONFERENCEJOINED	REDIRECTED	UNSPECIFIED
142	INITIATED	UNSPECIFIED	CONFERENCED	UNSPECIFIED
143	PULLER	UNSPECIFIED	PULLED	UNSPECIFIED
144	INCONFERENCE	CONFERENCEINITIATOR	TRANSFERRED	UNSPECIFIED

Technical Descriptor Combinations

Technical Descriptor Key	Resource Role	Role Reason	Technical Result	Technical Result Reason
145	INCONFERENCE	CONFERENCEJOINED	TRANSFERRED	UNSPECIFIED
146	RECEIVEDTRANSFER	UNSPECIFIED	REDIRECTED	REJECTED
147	RECEIVEDTRANSFER	UNSPECIFIED	REDIRECTED	REVOKED
200	RECEIVEDCONSULT	UNSPECIFIED	CONFERENCED	UNSPECIFIED
201	INITIATED	UNSPECIFIED	CUSTOMERABANDONED	ABANDONEDFROMHOLD
202	UNKNOWN	UNSPECIFIED	ABANDONED	REVOKED
203	RECEIVEDTRANSFER	UNSPECIFIED	OUTBOUNDSTOPPED	UNSPECIFIED
204	ROUTEDTO	UNSPECIFIED	OUTBOUNDSTOPPED	UNSPECIFIED
205	INITIATED	UNSPECIFIED	OUTBOUNDSTOPPED	UNSPECIFIED
206	PULLER	UNSPECIFIED	OUTBOUNDSTOPPED	UNSPECIFIED
207	UNKNOWN	UNSPECIFIED	ABANDONED	ABANDONEDWHILEQUEUED
208	UNKNOWN	UNSPECIFIED	ABANDONED	REDIRECTED
209	UNKNOWN	UNSPECIFIED	ABANDONED	UNSPECIFIED
210	UNKNOWN	UNSPECIFIED	CLEARED	DEFAULTROUTEDBYSTRATEGY
211	UNKNOWN	UNSPECIFIED	CLEARED	DEFAULTROUTEDBYSWITCH
212	UNKNOWN	UNSPECIFIED	CLEARED	PULLEDBACK
213	UNKNOWN	UNSPECIFIED	CLEARED	ROUTEDFROMANOTHERVQ
214	UNKNOWN	UNSPECIFIED	CLEARED	STOPPED
215	UNKNOWN	UNSPECIFIED	CLEARED	STUCKCALL
216	UNKNOWN	UNSPECIFIED	CLEARED	TARGETSCLEARED
217	UNKNOWN	UNSPECIFIED	CLEARED	UNSPECIFIED
218	UNKNOWN	UNSPECIFIED	COMPLETED	UNSPECIFIED
219	UNKNOWN	UNSPECIFIED	CONFERENCED	UNSPECIFIED
220	UNKNOWN	UNSPECIFIED	CUSTOMERABANDONED	ABANDONEDFROMHOLD

Technical Descriptor Combinations

Technical Descriptor Key	Resource Role	Role Reason	Technical Result	Technical Result Reason
221	UNKNOWN	UNSPECIFIED	CUSTOMERABANDONED	ABANDONEDWHILEQUEUED
222	UNKNOWN	UNSPECIFIED	CUSTOMERABANDONED	ABANDONEDWHILERINGING
223	UNKNOWN	UNSPECIFIED	CUSTOMERABANDONED	ANSWEREDBYOTHER
224	UNKNOWN	UNSPECIFIED	CUSTOMERABANDONED	UNSPECIFIED
225	UNKNOWN	UNSPECIFIED	DESTINATIONBUSY	UNSPECIFIED
226	UNKNOWN	UNSPECIFIED	DIVERTED	ABANDONEDWHILERINGING
227	UNKNOWN	UNSPECIFIED	DIVERTED	ANSWEREDBYAGENT
228	UNKNOWN	UNSPECIFIED	DIVERTED	ANSWEREDBYOTHER
229	UNKNOWN	UNSPECIFIED	DIVERTED	REDIRECTED
230	UNKNOWN	UNSPECIFIED	DIVERTED	REJECTED
231	UNKNOWN	UNSPECIFIED	DIVERTED	REVOKED
232	UNKNOWN	UNSPECIFIED	DIVERTED	ROUTEDTOOTHER
233	UNKNOWN	UNSPECIFIED	DIVERTED	ROUTEONNOANSWER
234	UNKNOWN	UNSPECIFIED	DIVERTED	UNSPECIFIED
235	UNKNOWN	UNSPECIFIED	OUTBOUNDSTOPPED	UNSPECIFIED
236	UNKNOWN	UNSPECIFIED	PULLED	UNSPECIFIED
237	UNKNOWN	UNSPECIFIED	REDIRECTED	PULLEDBACK
238	UNKNOWN	UNSPECIFIED	REDIRECTED	REJECTED
239	UNKNOWN	UNSPECIFIED	REDIRECTED	REVOKED
240	UNKNOWN	UNSPECIFIED	REDIRECTED	ROUTEONNOANSWER
241	UNKNOWN	UNSPECIFIED	REDIRECTED	UNSPECIFIED
242	UNKNOWN	UNSPECIFIED	ROUTED	UNSPECIFIED
243	UNKNOWN	UNSPECIFIED	TRANSFERRED	UNSPECIFIED
244	INCONFERENCE	UNSPECIFIED	CUSTOMERABANDONED	ABANDONEDWHILEQUEUED

Technical Descriptor Combinations

Technical Descriptor Key	Resource Role	Role Reason	Technical Result	Technical Result Reason
245	RECEIVEDCONSULT	UNSPECIFIED	CLEARED	UNSPECIFIED
246	RECEIVEDCONSULT	UNSPECIFIED	CLEARED	STUCKCALL
247	RECEIVEDCONSULT	UNSPECIFIED	CLEARED	ROUTEDFROMANOTHERVQ
248	RECEIVEDCONSULT	UNSPECIFIED	CLEARED	DEFAULTROUTEDBYSTRATEGY
249	RECEIVEDCONSULT	UNSPECIFIED	CLEARED	DEFAULTROUTEDBYSWITCH
250	RECEIVEDCONSULT	UNSPECIFIED	CLEARED	TARGETSCLEARED
251	RECEIVEDCONSULT	UNSPECIFIED	CLEARED	PULLEDBACK
252	RECEIVEDCONSULT	UNSPECIFIED	CLEARED	STOPPED
253	UNKNOWN	UNSPECIFIED	ABNORMALSTOP	UNSPECIFIED
254	RECEIVED	UNSPECIFIED	ABNORMALSTOP	UNSPECIFIED
255	RECEIVEDTRANSFER	UNSPECIFIED	ABNORMALSTOP	UNSPECIFIED
256	ROUTEDTO	UNSPECIFIED	ABNORMALSTOP	UNSPECIFIED
257	INCONFERENCE	UNSPECIFIED	ABNORMALSTOP	UNSPECIFIED
258	INITIATED	UNSPECIFIED	ABNORMALSTOP	UNSPECIFIED
259	PULLER	UNSPECIFIED	ABNORMALSTOP	UNSPECIFIED
260	REDIRECTEDTO	UNSPECIFIED	ABNORMALSTOP	UNSPECIFIED
261	UNKNOWN	UNSPECIFIED	ABNORMALSTOP	ABNORMALSTOPWHILEQUEUED
262	UNKNOWN	UNSPECIFIED	ABNORMALSTOP	ABNORMALSTOPWHILERINGING
263	RECEIVED	UNSPECIFIED	ABNORMALSTOP	ABNORMALSTOPWHILEQUEUED
264	RECEIVED	UNSPECIFIED	DIVERTED	ABNORMALSTOPWHILERINGING
265	RECEIVEDTRANSFER	UNSPECIFIED	ABNORMALSTOP	ABNORMALSTOPWHILEQUEUED
266	RECEIVEDTRANSFER	UNSPECIFIED	ABNORMALSTOP	ABNORMALSTOPWHILERINGING
267	ROUTEDTO	UNSPECIFIED	ABNORMALSTOP	ABNORMALSTOPWHILEQUEUED
268	ROUTEDTO	UNSPECIFIED	ABNORMALSTOP	ABNORMALSTOPWHILERINGING

Technical Descriptor Combinations

Technical Descriptor Key	Resource Role	Role Reason	Technical Result	Technical Result Reason
269	INCONFERENCE	UNSPECIFIED	ABNORMALSTOP	ABNORMALSTOPWHILERINGING
270	PULLER	UNSPECIFIED	ABNORMALSTOP	ABNORMALSTOPWHILEQUEUED
271	REDIRECTEDTO	UNSPECIFIED	ABNORMALSTOP	ABNORMALSTOPWHILEQUEUED
272	UNKNOWN	UNSPECIFIED	COMPLETED	ARCHIVED
273	RECEIVED	UNSPECIFIED	COMPLETED	ARCHIVED
274	RECEIVEDTRANSFER	UNSPECIFIED	COMPLETED	ARCHIVED
275	ROUTEDTO	UNSPECIFIED	COMPLETED	ARCHIVED
276	INITIATED	UNSPECIFIED	COMPLETED	ARCHIVED
277	PULLER	UNSPECIFIED	COMPLETED	ARCHIVED
278	REDIRECTEDTO	UNSPECIFIED	COMPLETED	ARCHIVED
279	UNKNOWN	UNSPECIFIED	COMPLETED	CANCELED
280	RECEIVED	UNSPECIFIED	COMPLETED	CANCELED
281	RECEIVEDTRANSFER	UNSPECIFIED	COMPLETED	CANCELED
282	ROUTEDTO	UNSPECIFIED	COMPLETED	CANCELED
283	INITIATED	UNSPECIFIED	COMPLETED	CANCELED
284	PULLER	UNSPECIFIED	COMPLETED	CANCELED
285	REDIRECTEDTO	UNSPECIFIED	COMPLETED	CANCELED
286	INCONFERENCE	UNSPECIFIED	REDIRECTED	PULLEDBACK
287	ROUTEDTO	UNSPECIFIED	REDIRECTED	PULLEDBACK
288	RECEIVEDTRANSFER	UNSPECIFIED	REDIRECTED	PULLEDBACK
289	RECEIVED	UNSPECIFIED	REDIRECTED	PULLEDBACK
290	REDIRECTEDTO	UNSPECIFIED	REDIRECTED	PULLEDBACK
291	RECEIVED	UNSPECIFIED	DEFERRED	CALLBACKACCEPTED
292	ROUTEDTO	UNSPECIFIED	DEFERRED	CALLBACKACCEPTED

Technical Descriptor Combinations

Technical Descriptor Key	Resource Role	Role Reason	Technical Result	Technical Result Reason
293	DIVERTEDTO	UNSPECIFIED	DEFERRED	CALLBACKACCEPTED
294	RECEIVEDTRANSFER	UNSPECIFIED	DEFERRED	CALLBACKACCEPTED
295	REDIRECTEDTO	UNSPECIFIED	DEFERRED	CALLBACKACCEPTED
296	RECEIVED	UNSPECIFIED	INCOMPLETE	UNSPECIFIED
297	INITIATED	UNSPECIFIED	INCOMPLETE	UNSPECIFIED
298	RECEIVED	UNSPECIFIED	ABANDONED	ABANDONEDWHILEQUEUED
299	INCONFERENCE	UNSPECIFIED	REDIRECTED	REVOKED
300	INCONFERENCE	UNSPECIFIED	REDIRECTED	REJECTED
301	RECEIVEDCONSULT	UNSPECIFIED	REDIRECTED	REVOKED
302	RECEIVEDCONSULT	UNSPECIFIED	REDIRECTED	REJECTED
303	RECEIVED	UNSPECIFIED	TRANSFERRED	INTRODUCEDTRANSFER
304	RECEIVEDTRANSFER	UNSPECIFIED	TRANSFERRED	INTRODUCEDTRANSFER
305	RECEIVEDCONSULT	UNSPECIFIED	TRANSFERRED	INTRODUCEDTRANSFER
306	ROUTEDTO	UNSPECIFIED	TRANSFERRED	INTRODUCEDTRANSFER
307	DIVERTEDTO	UNSPECIFIED	TRANSFERRED	INTRODUCEDTRANSFER
308	INITIATEDCONSULT	UNSPECIFIED	TRANSFERRED	INTRODUCEDTRANSFER
309	INCONFERENCE	UNSPECIFIED	TRANSFERRED	INTRODUCEDTRANSFER
310	INITIATED	UNSPECIFIED	TRANSFERRED	INTRODUCEDTRANSFER
311	UNKNOWN	UNSPECIFIED	TRANSFERRED	INTRODUCEDTRANSFER
312	RECEIVEDTRANSFER	INTRODUCEDTRANSFER	COMPLETED	UNSPECIFIED
313	RECEIVEDTRANSFER	INTRODUCEDTRANSFER	ABANDONED	UNSPECIFIED
314	RECEIVEDTRANSFER	INTRODUCEDTRANSFER	ROUTED	UNSPECIFIED
315	RECEIVEDTRANSFER	INTRODUCEDTRANSFER	DIVERTED	UNSPECIFIED
316	RECEIVEDTRANSFER	INTRODUCEDTRANSFER	CUSTOMERABANDONED	ABANDONEDWHILEQUEUED

Technical Descriptor Combinations

Technical Descriptor Key	Resource Role	Role Reason	Technical Result	Technical Result Reason
317	RECEIVEDTRANSFER	INTRODUCEDTRANSFER	CUSTOMERABANDONED	ABANDONEDFROMHOLD
318	RECEIVEDTRANSFER	INTRODUCEDTRANSFER	CUSTOMERABANDONED	ABANDONEDWHILERINGING
319	RECEIVEDTRANSFER	INTRODUCEDTRANSFER	NONE	UNSPECIFIED
320	RECEIVEDTRANSFER	INTRODUCEDTRANSFER	REDIRECTED	ROUTEONNOANSWER
321	RECEIVEDTRANSFER	INTRODUCEDTRANSFER	REDIRECTED	UNSPECIFIED
322	RECEIVEDTRANSFER	INTRODUCEDTRANSFER	CONFERENCED	UNSPECIFIED
323	RECEIVEDTRANSFER	INTRODUCEDTRANSFER	ABANDONED	REJECTED
324	RECEIVEDTRANSFER	INTRODUCEDTRANSFER	CUSTOMERABANDONED	ANSWEREDBYOTHER
325	RECEIVEDTRANSFER	INTRODUCEDTRANSFER	DEFERRED	CALLBACKACCEPTED
326	RECEIVEDTRANSFER	INTRODUCEDTRANSFER	TRANSFERRED	INTRODUCEDTRANSFER
327	RECEIVEDTRANSFER	INTRODUCEDTRANSFER	TRANSFERRED	UNSPECIFIED
328	INCONFERENCE	UNSPECIFIED	COMPLETED	ARCHIVED
329	INCONFERENCE	CONFERENCEINITIATOR	COMPLETED	ARCHIVED
330	INCONFERENCE	CONFERENCEJOINED	COMPLETED	ARCHIVED
331	INITIATEDCONSULT	UNSPECIFIED	COMPLETED	ARCHIVED
332	RECEIVEDCONSULT	UNSPECIFIED	COMPLETED	ARCHIVED
333	RECEIVEDREQUEST	UNSPECIFIED	COMPLETED	ARCHIVED
334	INCONFERENCE	UNSPECIFIED	COMPLETED	CANCELED
335	INCONFERENCE	CONFERENCEINITIATOR	COMPLETED	CANCELED
336	INCONFERENCE	CONFERENCEJOINED	COMPLETED	CANCELED
337	INITIATEDCONSULT	UNSPECIFIED	COMPLETED	CANCELED
338	RECEIVEDCONSULT	UNSPECIFIED	COMPLETED	CANCELED
339	RECEIVEDREQUEST	UNSPECIFIED	COMPLETED	CANCELED
340	ROUTEDTO	UNSPECIFIED	CUSTOMERABANDONED	UNSPECIFIED

Technical Descriptor Combinations

Technical Descriptor Key	Resource Role	Role Reason	Technical Result	Technical Result Reason
341	INCONFERENCE	UNSPECIFIED	CUSTOMERABANDONED	ANSWEREDBYOTHER
342	INCONFERENCE	UNSPECIFIED	DIVERTED	UNSPECIFIED