Active Recording Ecosystem Solution Guide

Events and Model Reference

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Events and Model Reference

In addition to capturing the call recording media, recording servers also receive call events from Genesys SIP Server or T-Servers. The Genesys Events and Models Reference provides a detailed guide on capturing events related to a call or agent events.

There are a few important notes related to multi-site call scenarios to clarify how to reference all call events related to the customer interaction across multiple T-Server instances.

1. The `CallUUID` is a unique call identifier generated on each T-Server instance (or SIP Server instance). When a call is transferred from one T-Server to another, a new `CallUUID` is generated on the other T-Server.
2. The `ConnID` is an identifier assigned to reference a call to initiate requests. In some cases, the `ConnID` is maintained across multi-site transfers. However, the `ConnID` is not guaranteed to be unique across multi-site transfers in some cases.

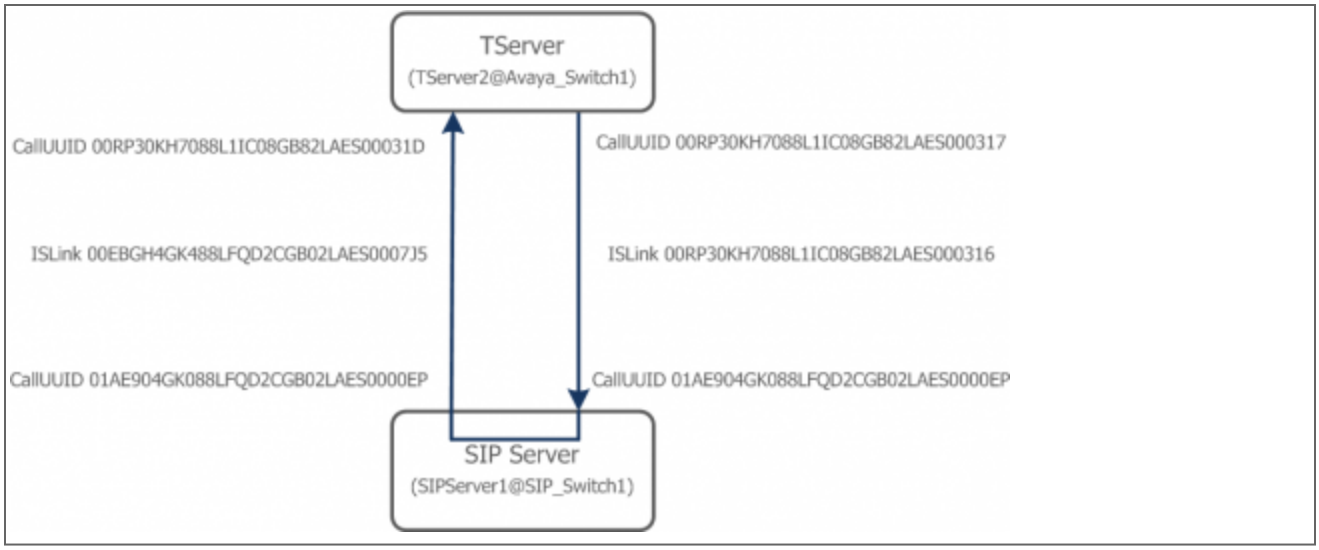
Genesys offers a mechanism called Inter-Site Link (IS-Link) to build a linked list of call identifiers for the customer interaction across multiple sites. The following is a short overview of how the mechanics work; for full details please refer to the "Multi-Site Call Scenarios" section in the Genesys Events and Models Reference.

When a multi-site call transfer is initiated, it is important to look for the `AttributeISLinkList` attribute provided by the `EventCallDataChanged` event on both of the T-Servers. In order to get call-based events, use the `RequestStartCallMonitoring` event to register for call-based events. When the call is being transferred out of a T-Server, the `EventCallDataChanged` event provides an additional attribute called `AttributeISLinkList`. This is a globally unique identifier that is linked to the destination T-Server. Use this ISLink identifier to locate the `CallUUID` associated with each T-Server instance, so that the entire call can be traced through all transfers across switches.

The `AttributeISLinkList` attribute provides two more keys:

- `location-name`—The switch name of the remote T-Server.
- `direction-role`—Either `source` or `target`. If set to `source`, this T-Server is initiating the transfer. If set to `target`, this T-Server is receiving the transfer.

ISLink



An example of a call transfer that results in a change of `ConnID` on T-Server. The ISLink can provide a way to link the `CallUUID` between different switches.

The call is initially on Tserver2, and transfers the call to SIPServer1.

The `EventCallDataChanged` event on Tserver2:

```
@09:41:00.5404 [0] 8.1.001.05 distribute call/party event: message EventCallDataChanged
               AttributeEventSequenceNumber            0000000000057726
               AttributeTimeStamp      508e957c00083f40
               AttributeConnID              009a021843038407
               AttributeCallUUID           ‘00RP30KH7088L1IC08GB82LAES000317’
               AttributeFirstTransferConnID     009a021843038407
               AttributeLastTransferConnID     009a021843038407
               AttributeISLinkList           [108] 00 01 03 00..
                                ‘00RP30KH7088L1IC08GB82LAES000316’(list) ‘location-
name’        ‘SIPServer1@SIP_Switch1’
                                                                        ‘direction-
role’         ‘source’
```

When the call is received on SIPServer1, the `EventCallDataChanged` shows a common ISLink. This event provides the `CallUUID` and `ConnID` for this call on SIPServer1. Note that the `ConnID` event is common between the two T-Servers at this point.

```
@10:41:00.4955 [0] 8.1.001.03 distribute call/party event: message EventCallDataChanged
               AttributeEventSequenceNumber            000000000002d478
               AttributeTimeStamp      508e957c00078fc6
               AttributeConnID              009a021843038407
               AttributeCallUUID           ‘01AE904GK088LFQD2CGB02LAES0000EP’
               AttributeISLinkList           [108] 00 01 03 00..
                              ‘00RP30KH7088L1IC08GB82LAES000316’(list) ‘location-name’
```

```
‘Tserver2@Avaya_Switch1’
                                                                    ‘direction-
role’         ‘target’
```

SIPServer1 then transfers the call back to Tserver2. The `EventCallDataChanged` event shows the ISLink list as the second item in the list.

```
@10:41:03.5465 [0] 8.1.001.03 distribute call/party event: message EventCallDataChanged
               AttributeEventSequenceNumber            000000000002d4c3
               AttributeTimeStamp      508e957f000856fe
               AttributeConnID              009a021843038407
               AttributeCallUUID           ‘01AE904GK088LFQD2CGB02LAES0000EP’
               AttributeISLinkList           [214] 00 02 03 00..
                                ‘00RP30KH7088L1IC08GB82LAES000316’(list) ‘location-
name’        ‘Tserver2@Avaya_Switch1’
                                                                    ‘direction-
role’         ‘target’
                              ‘00EBGH4GK488LFQD2CGB02LAES0007J5’(list) ‘location-name’
‘Tserver2@Avaya_Switch1’
                                                                    ‘direction-
role’         ‘source’
```

Tserver2 now receives the `EventCallDataChanged` evemt with the ISLink. Note that a new `CallUUID` and `ConnID` is assigned for this call.

```
@09:41:02.9674 [0] 8.1.001.05 distribute call/party event: message EventCallDataChanged
               AttributeEventSequenceNumber            000000000005775c
               AttributeTimeStamp      508e957e000ec324
               AttributeConnID              009a021843038407
               AttributeCallUUID           ‘00RP30KH7088L1IC08GB82LAES00031D’
               AttributeISLinkList           [108] 00 01 03 00..
                                ‘00EBGH4GK488LFQD2CGB02LAES0007J5’(list) ‘location-name’
‘SIPServer1@SIP_Switch1’
                                                                    ‘direction-
role’         ‘target’
```