Orchestration Server Developer's Guide

Interaction Interface Events

4/4/2025

Contents

Interaction Interface Events

Interaction Events

The following are the common events across interactions:

Event	Attributes	Description
interaction.terminate.done		This event indicates the success of the request and that the interaction is being terminated.
	requestid	This is the ID associated with the request.
	interactionid	This is the interaction id that was terminated.
error.interaction.terminate		This indicates that an abnormal condition occurred while trying to perform this request. This event will be sent as a result of a timeout of the request as well or due to problems with the request itself.
	requestid	This is the ID associated with the request.
	error	This is the type of error that occurred. The following are the possible values: • unknown • invalidstate.state (null, ringing, hold, transferring, treating, routed) • remote
	description	This is a more detailed description of the error.
interaction.redirect.done		This event indicates the success of the request and that the interaction is being redirected.
	requestid	This is the ID associated with the request.

Event	Attributes	Description
	interactionid	This is the interaction id associated with the request.
error.interaction.redirect		This indicates that an abnormal condition occurred while trying to perform this request. This event will be sent as a result of a timeout of the request as well as due to problems with the request itself.
	requestid	This is the ID associated with the request.
	error	This is the type of error that occurred. The following are the possible values: • unknown • invalidstate • invaliddestination • invalidsource
	description	This is a more detailed description of the error.
interaction.associate.done		This event indicates the success of the request and that the interaction is now associated the SCXML session.
	requestid	This is the ID associated with the request.
	interactionid	This is the interaction ID associated with the request.
error.interaction.associate		This indicates that an abnormal condition occurred while trying to perform this request. This event will be sent as a result of a timeout of the request as well as due to problems with the request itself.
	requestid	This is the ID associated with the request.
	error	This is the type of error that occurred. The following are the possible values: • unknown • invalidserver

Event	Attributes	Description
		• nointeraction
	description	This is a more detailed description of the error.
interaction.attach.done		This event indicates the success of the request and that the interaction is now associated the SCXML session.
	requestid	This is the ID associated with the request.
	interactionid	This is the interaction ID associated with the request.
error.interaction.attach		This indicates that an abnormal condition occurred while trying to perform this request.
	requestid	This is the ID associated with the request.
	error	This is the type of error that occurred. The following are the possible values: • unknown • nointeraction
	description	This is a more detailed description of the error.
interaction.detach.done		This event indicates the success of the request and that the interaction now is not associated with any SCXML session.
	requestid	This is the ID associated with the request.
	interactionid	This is the interaction ID associated with the request.
error.interaction.detach		This indicates that an abnormal condition occurred while trying to perform this request.
	requestid	This is the ID associated with the request.

Event	Attributes	Description
	error	This is the type of error that occurred. The following are the possible values: • unknown • nointeraction • invalidstate
	description	This is a more detailed description of the error.
interaction.accept.done		This event indicates the success of the request and that the interaction is being picked.
	requestid	This is the ID associated with the request.
error.interaction.accept		This indicates that an abnormal condition occurred while trying to perform this request. This event will be sent as a result of a timeout of the request as well as due to problems with the request itself.
	requestid	This is the ID associated with the request.
	error	This is the type of error that occurred. The following are the possible values: • unknown • invalidstate.state (null, hold, transferring, treating, routed) • reject.reason (reason is the reason why the destination reject it.) • remote
	description	This is a more detailed description of the error.
interaction.clear.done		This event indicates the success of the request and that the resource's connection to the interaction is being cleared.
	requestid	This is the ID associated with the request.

Event	Attributes	Description
	interactionid	This is the interaction ID where the resource's connection is cleared.
	resource	This is the resource's address ID of the resource's connection being cleared. [This is unclear.]
error.interaction.clear		This indicates that an abnormal condition occurred while trying to perform this request. This event will be sent as a result of a timeout of the request as well as due to problems with the request itself.
	requestid	This is the ID associated with the request.
	error	This is the type of error that occurred. The following are the possible values: • unknown • invalidstate.state (null, ringing, hold, transferring, treating, routed) • remote
	description	This is a more detailed description of the error.
interaction.singlesteptransfer.done		This event indicates the success of the request and that the interaction has been transferred to the specified resource.
	requestid	This is the ID associated with the request.
	interactionid	This is the interaction ID which is being transferred.
error.interaction.singlesteptransfer		This indicates that an abnormal condition occurred while trying to perform this request. This event will be sent as a result of a timeout of the request as well as due to problems with the request itself.
	requestid	This is the ID associated with the request.
	error	This is the type of error that occurred. The following are the possible values:

Event	Attributes	Description
		- unknown - invalidstate.state (null, ringing, hold, transferring, treating, routed) - remote
	description	This is a more detailed description of the error.
interaction.singlestepconference.done		This event indicates the success of the request and that the specified resource has been conferenced into the interaction.
	requestid	This is the ID associated with the request.
	interactionid	This is the interaction ID which has been conferenced.
error.interaction.singlestepconference		This indicates that an abnormal condition occurred while trying to perform this request. This event will be sent as a result of a timeout of the request as well as due to problems with the request itself.
	requestid	This is the ID associated with the request.
	error	This is the type of error that occurred. The following are the possible values: - unknown - invalidstate.state (null, ringing, hold, transferring, treating, routed) - remote
	description	This is a more detailed description of the error.

Asynchronous Events

The following are the Interaction asynchronous events:

Event	Attributes	Description
interaction.added		This event indicates that a new interaction is associated with the session (it has been added to the _genesys.ixn.interactions[] array).Reasons for this event can vary - starting of session because of this interaction, some session activity resulted in the creation of new interaction, <associate> action and the target session, or <createmessage> action, and so on.
	interactionid	This is the interaction ID of the interaction that was added. Starting from that moment, the corresponding interaction object can be accessed, for example as _genesys.ixn.interactions[_event.data.interactionid]
interaction.deleted		This event indicates that the interaction is not associated any more with this session (it has been removed from the _genesys.ixn.interactions[] array). Reasons for this event can vary - interaction is finished or abandoned, associate action and the source session, and so on.Every time when interaction.deleted is going to be published, the platform will also publish an interaction.notcontrolled (see below) event if the last interaction.present event (see below) was not "notcontrolled" yet. Starting with 8.1.400.09, the interaction.deleted events contain a new property resultof. The values of this property are: detaching and deletion.
	interactionid	This is the interaction ID of the deleted interaction.Any attempt to access the _genesys.ixn.interactions[] array with the interaction ID of this interaction will result in a runtime error.
interaction.present		This event indicates that the interaction is under session control and the session is allowed to perform actions on the interaction, such as routing, redirecting, releasing, and so on.In the case of multi-media interactions, action or function invocations taken before getting the interaction.present event can result in runtime errors.In the case of voice interactions, action or function invocations can be taken after the interaction.added event, but they to have common processing for all interaction types. You should use the interaction.present event for this.

Event	Attributes	Description
	interactionid	This is the interaction ID of the interaction that is available to the session for processing.
		This event accompanies interaction.present and means the session, although still owning the interaction, is no longer allowed to control it. Attempts to do so after this event will result in runtime errors.For voice interactions, this event will be published immediately before the interaction.deleted event.For multimedia interactions this event will be published when the Interaction Server moves (for any reason) the interaction from the platform back into the interaction queue.
	interactionid	This is the interaction ID of the interaction that is available to the session for processing.
interaction.notcontrolled	resultof	Starting with ORS 8.1.400.17 a new resultof property is added to the interaction.notcontrolled event. Possible values are: detaching, deletion, routing, revoking. • detaching - Interaction became notcontrolled because it was detached from running session. • deletion - Interaction became notcontrolled because it was deleted. • routing - Interaction became notcontrolled because of ORS actions like delivering to agent, placing in queue, and so on. So an event with resultof = routing is an expected event in a session because it is a result of some actions of strategy itself. • revoking - Interaction being processed by ORS (pulled) is taken away from that ORS instance explicitly (by agent, by media server, by Interaction Server due to inactivity) or implicitly (disconnect from Interaction Server so all previously pulled

Event	Attributes	Description
		interactions are not considered as such anymore). So an event with resultof = revoking is a kind of unexpected event in a session. Most probably the session should be terminated upon receiving such event, but this is up to the application developer.
		Unexpected Events: The most reliable way for an SCXML session to behave in the case of a primary Interaction Server failure is to terminate upon receiving an unexpected interaction.notcontrolled event. These unexpected interaction.notcontrolled events are the result of implicit revocation of all interactions due to an Interaction Server disconnect. This behavior is especially actual for an ORS cluster with several (more than one) nodes pulling interactions (especially with default Interaction Server configuration – delayed Udata updates).
		The first two values of resultof (detaching and deletion) are related to voice and multimedia. In this case, interaction.notcontrolled event with resultof =('detaching'|'deletion') is followed by an interaction.deleted event with the same resultof property. Values routing and revoking can be seen only in notcontrolled events for pure multimedia interactions. They are not related to voice or chat through SIPS.
interaction.partyadded		This event indicates that a new party has been created in an interaction. The interaction.partyadded event means adding a new party to the interaction.parties[] array. The event is published only if the platform detects that the party is being added to some interaction and that interaction is already associated with a session. So parties acquired by the interaction before the interaction.added event will not be reported through the interaction.partyadded event (added interactions will have them from the beginning). In the case of multimedia interactions, parties are agents only. Interaction queues, workbins, or the interaction itself are not considered as parties and therefore the interaction.partyadded will not be generated when they are added to the interaction.

Event	Attributes	Description
	interactionid	This is the interaction ID
	focusdeviceid	This is the device ID of the party
	partyid	This is the party ID
	partystate	This is the state of the party
interaction.partydeleted		This event indicates that a party has been deleted from an interaction. Just like interaction.deleted means removing an interaction from the _genesys.ixn.interactions[] array, interaction.paprtydeleted event means removing some party from the interaction.parties[] array.
	interactionid	This is the interaction ID
	focusdeviceid	This is the device ID of the party
	partyid	This is the party ID
	partystate	This is the state of the party
interaction.partystatechanged		This event indicates that state of the party in an interaction has been changed. The event is published only when the interaction is associated with a session and the platform detects a party state change for a party associated with the interaction.
	interactionid	This is the interaction ID that is being made available to the session.
	focusdeviceid	This is the device ID of the party that the interaction is being presented to.
	partyid	This is the party ID
	partystate	This is the state of the party
	hints	This is functional module implementation-specific data that is associated with this

Event	Attributes	Description
		event. See hints Attribute Considerations below.
interaction.udata.changed		This event indicates that the user data associated with the interaction has been changed asynchronously (that is, changed by an outside source). Updated user data is available for the application in the data model, in the corresponding interaction object.
	interactionid	This is the ID of the interaction which has had the udata changed.
interaction.ondivert		This event indicates that interaction has been diverted. Note that after this event is signaled, events about new parties (new destinations) will also be sent to the SCXML application.
	hints	Starting with release 8.1.400.53, in the case of a voice interaction, the SCXML event interaction.ondivert will contain a hints attribute. The content of that attribute is functional module implementation-specific data that is associated with this event.
	interactionid	This is the ID of the interaction that is being made available to the session.
	divertingpartyid	This is the ID of the party that diverted the interaction.
	divertingresource	This is the device ID of the party that diverted the interaction.
	divertingpartystate	This is the state of the party that diverted the interaction.
newdestination	This is the destination that the interaction has been diverted to.	
interaction.onrouterequest (since 8.1.200.73)		This event indicates that the TEvent, EventRouteRequest, has been received for this interaction. Normally the interaction.onrouterequest event can be ignored, except in the case that the EventRouteRequest is delayed from the EventQueued due to scripting in the switch, for instance by an Avaya VDN

Event	Attributes	Description
		script which performs processing before asking that the call be routed. In these cases, the SCXML application can suspend processing by waiting for the interaction.onrouterequest event before proceeding with the session processing, or effectively, until the switch is ready for routing.
	interactionid	This is the ID of the interaction that is being made available to the session.
interaction.onsinglesteptransfer		This event indicates that a single step transfer has been performed in the interaction
	interactionid	This is the interaction ID that is being made available to the session.
	transferringpartyid	This is the ID of the party that transferred the interaction.
	transferringresource	This is the device ID of the party that transferred the interaction.
	transferringpartystate	This is the state of the party that transferred the interaction.
	newdestination	This is the transfer destination.
interaction.onsinglestepconference		This event indicates that a single step conference has been performed in the interaction.
	interactionid	This is the interaction ID that is being made available to the session.
	conferencingpartyid	This is the ID of the party that initiated the conference.
	conferencingresource	This is the device ID of the party that initiated the conference.
	conferencingpartystate	This is the state of the party that transferred the interaction.

Event	Attributes	Description
	addedpartyid	This is the ID of the party that has been added to the interaction.
	addedresource	This is the ID of the device that has been added to the interaction.
	addedpartystate	This is the state of the party that has been added to the interaction.
interaction.onmerge		This event indicates that two interactions were merged (indicating consult call completion). There are two types of merge possible: transfer completion or conference completion. The type of merge is provided in the hints in the Call Control Event.
	frominteractionid	This is the interaction ID that is being merged (consult).
	tointeractionid	This is the interaction ID that is the merge destination (primary).
	activeresource	This is the ID of the active device in the primary or consult call pair.
	activepartyid	This is the ID of the active party in the primary or consult call pair.
	activepartystate	This is the state of the active party in the primary or consult call pair.
	heldresource	This is the ID of the held device in the primary or consult call pair.
	heldpartyid	This is the ID of the held party in the primary or consult call pair.
	heldpartystate	This is the state of the held party in the primary or consult call pair.
interaction.property.changed (Since 8.1.400.39)		For multimedia interactions, this event will be published upon an OnCallInfoChangedEx notification. Notifies ORS of a change in an interaction property. It also changes the interaction object property for the interaction referred to by the interactionid attribute.

Event	Attributes	Description
	interactionid	This is the interaction ID that is being made available to the session.

hints Attribute Considerations

The hints property of the interaction events is populated as follows:

- **hints.ccevent** - Call Control Event - This gives detailed definition of the interaction events being raised. This property is an integer and may have one of the following values:
  - 0 - CallControlEvent_Bridged
  - 1 - CallControlEvent_ConnectionCleared
  - 2 - CallControlEvent_Delivered
  - 3 - CallControlEvent_Established
  - 4 - CallControlEvent_Failed
  - 5 - CallControlEvent_Held
  - 6 - CallControlEvent_Offered
  - 7 - CallControlEvent_Originated
  - 8 - CallControlEvent_Queued
  - 9 - CallControlEvent_Retrieved
  - 10 - CallControlEvent_ServiceInitiated
  - 11 - CallControlEvent_Transfered
  - 12 - CallControlEvent_Conferenced
  - 13 - CallControlEvent_Diverted

- **hints.cause** - Call Control Event Cause - This is a detailed definition of the cause of the interaction events being raised. This property is an integer and may have one of the following values:
  - 0 - CCEventCause_unknown
  - 1 - CCEventCause_busy
  - 2 - CCEventCause_conference
  - 3 - CCEventCause_distributed
  - 4 - CCEventCause_distributionDelay
  - 5 - CCEventCause_enteringDistribution
  - 6 - CCEventCause_normal
  - 7 - CCEventCause_redirected
  - 8 - CCEventCause_singleStepConference
  - 9 - CCEventCause_singleStepTransfer

- 10 - CCEventCause_transfer

- **hints.callstate (since 8.1.3)** - Call Control Event Call State - This is a detailed definition of the current call state of the interaction associated with the event being raised. This optional property is an integer and may have one of the following values:

    - 0 - CallStateOk

    - 1 - CallStateTransferred

    - 2 - CallStateConferenced

    - 3 - CallStateGeneralError

    - 4 - CallStateSystemError

    - 5 - CallStateRemoteRelease

    - 6 - CallStateBusy

    - 7 - CallStateNoAnswer

    - 8 - CallStateSitDetected

    - 9 - CallStateAnsweringMachineDetected

    - 10 - CallStateAllTrunksBusy

    - 11 - CallStateSitInvalidnum

    - 12 - CallStateSitVacant

    - 13 - CallStateSitIntercept

    - 14 - CallStateSitUnknown

    - 15 - CallStateSitNocircuit

    - 16 - CallStateSitReorder

    - 17 - CallStateFaxDetected

    - 18 - CallStateQueueFull

    - 19 - CallStateCleared

    - 20 - CallStateOverflowed

    - 21 - CallStateAbandoned

    - 22 - CallStateRedirected

    - 23 - CallStateForwarded

    - 24 - CallStateConsult

    - 25 - CallStatePickedup

    - 26 - CallStateDropped

    - 27 - CallStateDroppednoanswer

    - 28 - CallStateUnknown

    - 29 - CallStateCovered

    - 30 - CallStateConverseOn

- 31 - CallStateBridged
- 32 - CallStateSilenceDetected
- 49 - CallStateDeafened
- 50 - CallStateHeld

Also, see genesys.ixn.callState ENUM Object.

Voice Events

The event namespace convention is voice.xxxx. The following are the Voice action result events:

Event	Attributes	Description
voice.createcall.done		This event indicates the success of the request and that the interaction has been created.
	requestid	This is the ID associated with the request.
	interactionid	This is the interaction ID associated with the interaction that was created.
	callstate	This is the Call Control Event Call State. (since 8.1.3, see below)
error.voice.createcall		This indicates that an abnormal condition occurred while trying to perform the request. This event will be sent as a result of a timeout of the request as well as due to problems with the request or interaction itself.
	requestid	This is the ID associated with the request.
	interactionid	This is the ID associated with the interaction that might have been created in conjunction with this request, but has failed.
	error	This is the type of error that occurred: • timeout • invalidsource • invaliddestination • invalidserver • unknown
	description	This is a more detailed description of the error.
	callstate	This is the Call Control Event Call State.

Event	Attributes	Description
		(since 8.1.3, see below)
voice.hold.done		This event indicates the success of the request and that the specified resource's device is going on hold for the call.
	requestid	This is the ID associated with the request.
	interactionid	This is the interaction ID associated with the interaction that was created.
error.voice.hold		This indicates that an abnormal condition occurred while trying to perform the request. This event will be sent as a result of a timeout of the request as well as due to problems with the request or interaction itself.
	requestid	This is the ID associated with the request.
	interactionid	This is the ID associated with the interaction that might have been created in conjunction with this request, but has failed.
	error	This is the type of error that occurred: • timeout • invalidsource • invalidinteraction • invalidserver • unknown
	description	This is a more detailed description of the error.
voice.retrieve.done		This event indicates the success of the request and that the specified resource's device is going to be retrieved from hold for the call.
	requestid	This is the ID associated with the request.
	interactionid	This is the interaction ID associated with

Event	Attributes	Description
		the interaction that was created.
error.voice.retrieve		This indicates that an abnormal condition occurred while trying to perform the request. This event will be sent as a result of a timeout of the request as well as due to problems with the request or interaction itself.
	requestid	This is the ID associated with the request.
	interactionid	This is the ID associated with the interaction that might have been created in conjunction with this request, but has failed.
	error	This is the type of error that occurred: • timeout • invalidsource • invalidinteraction • invalidserver • unknown
	description	This is a more detailed description of the error.
voice.consultation.done		This event indicates the success of the request and that the specified resource's device is going to put an existing call on hold and create a new call.
	requestid	This is the ID associated with the request.
	interactionid	This is the interaction ID associated with the interaction that was created.
error.voice.consultation		This indicates that an abnormal condition occurred while trying to perform the request. This event will be sent as a result of a timeout of the request as well as due to problems with the request or interaction itself.
	requestid	This is the ID associated with the request.

Event	Attributes	Description
	interactionid	This is the ID associated with the interaction that might have been created in conjunction with this request, but has failed.
	error	This is the type of error that occurred: • timeout • invalidsource • invalidinteraction • invaliddestination • invalidserver • unknown
	description	This is a more detailed description of the error.
voice.alternate.done		This event indicates the success of the request and that the specified resource's devices are going to alternate between calls.
	requestid	This is the ID associated with the request.
	interactionid	This is the interaction ID associated with the interaction that was created.
error.voice.alternate		This indicates that an abnormal condition occurred while trying to perform the request. This event will be sent as a result of a timeout of the request as well as due to problems with the request or interaction itself.
	requestid	This is the ID associated with the request.
	interactionid	This is the ID associated with the interaction that might have been created in conjunction with this request, but has failed.
	error	This is the type of error that occurred: • timeout • invalidsource

Event	Attributes	Description
		• invalidinteraction • invalidserver • unknown
	description	This is a more detailed description of the error.
voice.reconnect.done		This event indicates the success of the request and that the specified resource's devices are going to drop the active call and retrieve the held call.
	requestid	This is the ID associated with the request.
	interactionid	This is the interaction id associated with the interaction that was created.
error.voice.reconnect		This indicates that an abnormal condition occurred while trying to perform the request. This event will be sent as a result of a timeout of the request as well as due to problems with the request or interaction itself.
	requestid	This is the ID associated with the request.
	interactionid	This is the ID associated with the interaction that might have been created in conjunction with this request, but has failed.
	error	This is the type of error that occurred: • timeout • invalidsource • invalidinteraction • invalidserver • unknown
	description	This is a more detailed description of the error.
voice.conference.done		This event indicates the success of the

Event	Attributes	Description
		request and that the specified resource's devices are going to conference two calls.
	requestid	This is the ID associated with the request.
	interactionid	This is the interaction ID associated with the interaction that was created.
error.voice.conference		This indicates that an abnormal condition occurred while trying to perform the request. This event will be sent as a result of a timeout of the request as well as due to problems with the request or interaction itself.
	requestid	This is the ID associated with the request.
	interactionid	This is the ID associated with the interaction that might have been created in conjunction with this request, but has failed.
	error	This is the type of error that occurred: • timeout • invalidsource • invalidinteraction • invalidserver • unknown
	description	This is a more detailed description of the error.
voice.transfer.done		This event indicates the success of the request and that the specified resource's devices are going to transfer a call.
	requestid	This is the ID associated with the request.
	interactionid	This is the interaction ID associated with the interaction that was created.
error.voice.transfer		This indicates that an abnormal condition occurred while trying to perform the

Event	Attributes	Description
		request. This event will be sent as a result of a timeout of the request as well as due to problems with the request or interaction itself.
	requestid	This is the ID associated with the request.
	interactionid	This is the ID associated with the interaction that might have been created in conjunction with this request, but has failed.
	error	This is the type of error that occurred: • timeout • invalidsource • invalidinteraction • invalidserver • unknown
	description	This is a more detailed description of the error.
voice.privateservice.done		This event is sent when the request has been accepted by the underlying functional module and that it is able to send it. It is not an indication that the T-Server has handled or accepted the event.
	requestid	This is the ID associated with the request.
	interactionid	This is the ID associated with the interaction that was passed to the `<privateservice>` action.
error.voice.privateservice		This indicates that an abnormal condition occurred while trying to perform the request. This event may be seen as a result of failing to send the message or may occur after the target T-Server has received and attempted to process the event. In the case of failing to send the request it will be sent as a result of a timeout of the request as well as due to problems with the request or interaction itself as described in the error and the description. If this occurs as a result of an error in the processing of the request by

Event	Attributes	Description
		the T-Server the error property will be set to indicate "tserver", with a generic description and more details available within the properties.
	requestid	This is the ID associated with the request.
	interactionid	This is the ID associated with the interaction that was passed to the `<privateservice>` action.
	error	This is the type of error that occurred: • timeout • invalidsource • invalidinteraction • invalidserver • unknown tserver
	description	This is a more detailed description of the error.
	properties	This is an ECMAScript object that represents the various properties of the `TServer EventError` structure. It will only be present if the request has been successfully transmitted and received by the T-Server. If present, the error property will be set to "tserver" to signify this was an error generated by the T-Server handling the request.

callstate Attribute Considerations (since 8.1.3) The callstate property of the voice events is populated as follows:

- **callstate** - Call Control Event Call State - This is a detailed definition of the current call state of the interaction associated with `<createcall>` action events being raised when the type attribute value is "predictive". This property is an integer and may be undefined or have one of the following values:
  - 0 - CallStateOk
  - 1 - CallStateTransferred
  - 2 - CallStateConferenced
  - 3 - CallStateGeneralError
  - 4 - CallStateSystemError
  - 5 - CallStateRemoteRelease

- 6 - CallStateBusy
- 7 - CallStateNoAnswer
- 8 - CallStateSitDetected
- 9 - CallStateAnsweringMachineDetected
- 10 - CallStateAllTrunksBusy
- 11 - CallStateSitInvalidnum
- 12 - CallStateSitVacant
- 13 - CallStateSitIntercept
- 14 - CallStateSitUnknown
- 15 - CallStateSitNocircuit
- 16 - CallStateSitReorder
- 17 - CallStateFaxDetected
- 18 - CallStateQueueFull
- 19 - CallStateCleared
- 20 - CallStateOverflowed
- 21 - CallStateAbandoned
- 22 - CallStateRedirected
- 23 - CallStateForwarded
- 24 - CallStateConsult
- 25 - CallStatePickedup
- 26 - CallStateDropped
- 27 - CallStateDroppednoanswer
- 28 - CallStateUnknown
- 29 - CallStateCovered
- 30 - CallStateConverseOn
- 31 - CallStateBridged
- 32 - CallStateSilenceDetected
- 49 - CallStateDeafened
- 50 - CallStateHeld

Also, see genesys.ixn.callState ENUM Object.

Message Based Events

The event namespace convention is msgbased.xxxx. The following are the Msgbased action result events:

Event	Attributes	Description
msgbased.createmessage.done		This event indicates the success of the request and that a message and an associated interaction has been created.
	requestid	This is the ID associated with the request.
	interactionid	This is the interaction ID associated with the interaction that was created.
	srid	This is the ID of the suggested response that was used.
error.msgbased.createmessage		This indicates that an abnormal condition occurred while trying to perform the request. This event will be sent as a result of a timeout of the request as well as due to problems with the request or interaction itself.
	requestid	This is the ID associated with the request.
	error	This is the type of error that occurred: • Timeout • Request Invalid
	description	This is a more detailed description of the error.
msgbased.sendmessage.done		This event indicates the success of the request and that a message and an associated interaction has been sent.
	requestid	This is the ID associated with the request.
error.msgbased.sendmessage		This indicates that an abnormal condition occurred while trying to perform the request. This event will be sent as a

Event	Attributes	Description
		result of a timeout of the request as well as due to problems with the request or interaction itself.
	requestid	This is the ID associated with the request.
	error	This is the type of error that occurred: • Timeout • Request Invalid
	description	This is a more detailed description of the error.
chat.getcontent.done		This event indicates the success of the request and that the content object has been refreshed.
	requestid	This is the ID associated with the request.
error.chat.getcontent		This indicates that an abnormal condition occurred while trying to perform the request. This event will be sent as a result of a timeout of the request as well as due to problems with the request or interaction itself.
	requestid	This is the ID associated with the request.
	error	This is the type of error that occurred: • Request Invalid
	description	This is a more detailed description of the error.

Chat Events

The event namespace convention is chat.xxxx. The following are the chat action result events:

Event	Attributes	Description
chat.sendchatmessage.done		This event indicates the success of the request and that a chat message has been sent in association with a given party.
	requestid	This is the ID associated with the request.
error.chat.sendchatmessage		This indicates that an abnormal condition occurred while trying to perform the request. This event will be sent as a result of a timeout of the request as well as due to problems with the request or interaction itself.
	requestid	This is the ID associated with the request.
	error	This is the type of error that occurred: • Request Invalid
	description	This is a more detailed description of the error.
chat.gettranscript.done		This event indicates the success of the request and that the chat transcript object has been refreshed.
	requestid	This is the ID associated with the request.
	transcript	This is the latest transcript associated with the chat interaction. It will be an array of chatmessage objects in JSON format.
error.chat.gettranscript		This indicates that an abnormal condition occurred while trying to perform the request. This event will be sent as a result of a timeout of the request as well as due to problems with the request or interaction itself.

Event	Attributes	Description
	requestid	This is the ID associated with the request.
	error	This is the type of error that occurred. • Request Invalid
	description	This is a more detailed description of the error.