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Platform SDK Developer's Guide

TMakePredictiveCall

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TMakePredictiveCall

Description

Originates a predictive call from the telephony object specified by the parameter `dn` to the called party specified by the parameter `destination`.

A predictive call occurs before any agent-subscriber interaction. For example, if the call is answered by a fax machine, no agent connection is made. Agent connection is made only if there is an actual subscriber present on the line.

Parameters

Name	Description
<code>server</code>	Local server handle to the T-Server in question.
<code>dn</code>	Directory number of the telephony object from which the call is requested to be made. (See note below.)
<code>destination</code>	Directory number of the party to be dialed.
<code>ring_timeout</code>	Timeout, in seconds, after which the call should be considered unanswered.
<code>user_data</code>	A pointer to the user data that should be attached to the call.
<code>reasons</code>	A pointer to a data structure that provides additional information associated with this action.
<code>extensions</code>	A pointer to an additional data structure. <code>TMakePredictiveCall()</code> uses the following extensions: <code>VoiceDest</code> , <code>AnsMachine</code> , and <code>FaxDest</code> . To specify a Calling Party Number (CPN), it may also use <code>CPNType</code> , <code>CPNPlan</code> , <code>CPNPresentation</code> , <code>CPNScreening</code> , and <code>CPNDigits</code> .

Return Values

Standard (See [standard-return-values](#).)

Important

When selection of a target DN depends on the results of the call answer detection, T-Server generates `EventDialing` and `EventQueued` for the call origination DN specified by the `dn` parameter. Then, T-Server diverts a call to the target DN specified for this call type in the `extensions` parameter and generates `EventDiverted` for the DN specified by the `dn` parameter and appropriate events for the target DN.