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Platform SDK Developer's Guide

TCallState

5/4/2025

TCallState

Syntax

```
typedef enum {  
    CallStateOk,  
    CallStateTransferred,  
    CallStateConferenced,  
    CallStateGeneralError,  
    CallStateSystemError,  
    CallStateRemoteRelease,  
    CallStateBusy,  
    CallStateNoAnswer,  
    CallStateSitDetected,  
    CallStateAnsweringMachineDetected,  
    CallStateAllTrunksBusy,  
    CallStateSitInvalidnum,  
    CallStateSitVacant,  
    CallStateSitIntercept,  
    CallStateSitUnknown,  
    CallStateSitNocircuit,  
    CallStateSitReorder,  
    CallStateFaxDetected,  
    CallStateQueueFull,  
    CallStateCleared,  
    CallStateOverflowed,  
    CallStateAbandoned,  
    CallStateRedirected,  
    CallStateForwarded,  
    CallStateConsult,  
    CallStatePickedup,  
    CallStateDropped,  
    CallStateDroppednoanswer,  
    CallStateUnknown,  
    CallStateCovered,  
    CallStateConverseOn,  
    CallStateBridged,  
    CallStateDeafened,  
    CallStateHeld  
} TCallState;
```

Values

Tip

For information about call models that may be associated with these values, refer to *Genesys 7 Events and Models Reference Manual*.

- `CallStateOk` — Any call status apart from those specified below.
- `CallStateTransferred` — This is a transferred call.
- `CallStateConferenced` — This is a multi-party call.
- `CallStateGeneralError` — The call failed because of a general error.
- `CallStateSystemError` — The call failed because of a system error.
- `CallStateRemoteRelease` — The call is released from another telephony object.
- `CallStateBusy` — The call is receiving the busy tone.
- `CallStateNoAnswer` — The call has not been answered in a specified time interval.
- `CallStateSitDetected` — The call is receiving a special information tone.
- `CallStateAnswerMachineDetected` — The call is receiving an answering machine greeting.
- `CallStateAllTrunksBusy` — The call is receiving the network congestion tone.
- `CallStateSitInvalidnum` — The call is receiving the invalid number tone.
- `CallStateSitVacant` — The call is receiving the vacant tone.
- `CallStateSitIntercept` — The call is receiving the intercept tone.
- `CallStateSitUnknown` — The call is receiving an unknown special information tone.
- `CallStateSitNocircuit` — The call is receiving the no circuit tone.
- `CallStateSitReorder` — The call is receiving the reorder tone.
- `CallStateFaxDetected` — The call is receiving a fax/modem answer signal.
- `CallStateQueueFull` — The call has been released because the call queue in question was full.
- `CallStateCleared` — One party in a two-party call has disconnected after the call was answered.
- `CallStateOverflowed` — The call has been overflowed away from the party in question by an ACD Overflow feature.
- `CallStateAbandoned` — Caller in a two-party call has disconnected before the call was answered, for example, while in an incoming call queue.
- `CallStateRedirected` — The call has been redirected away from the party in question by another application.
- `CallStateForwarded` — The call has been forwarded to another telephony object.
- `CallStateConsult` — This call is a consultation call with respect to another call.
- `CallStatePickedup` — The call has been picked up by another telephony object after it was offered to the telephony object in question.
- `CallStateDropped` — The call has been dropped or released from an established three-way call. Or the switch has dropped the call in a predictive call scenario.
- `CallStateDroppednoanswer` — The call has been dropped or released from an established three-way call before being answered.
- `CallStateUnknown` — The call state is unknown.
- `CallStateCovered` — The call has been covered by another telephony object after it was offered to the telephony object in question. The `CoveragePass` functionality has to be activated on the switch for the DN where the call appears.

- `CallStateConverseOn` — The call has been delivered to a treatment device (IVR). This call state is used when a call is being placed into several queues.
- `CallStateBridged` — Third party (supervisor) has been connected to a call for monitoring purposes (Service Observing). The Service-Observing functionality has to be activated on the switch for the DN or Queue where the call appears.
- `CallStateDeafened` — The party cannot listen to the conversation, but can be heard by the conference members.
- `CallStateHeld` — The party cannot hear or be heard by the conference members.