GENESYS

T-Server Reference Guide

TCallState

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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.