

GENESYS

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T-Server Reference Guide

TPartyState

TPartyState

Syntax

<pre>type def enum TPartyState_tag{</pre>	
PtState NULL	= 0,
PtState_Initiated	$= 0 \times 0001$,
PtState Queued	$= 0 \times 0009$,
PtState_Alerting	$= 0 \times 000 A$,
PtState_Busy	$= 0 \times 000B$,
PtState_Connected	$= 0 \times 000C$,
PtState_CP_Detect	$= 0 \times 000 D$,
PtState_Held	$= 0 \times 000E$,
PtState_Failed	$= 0 \times 000 F$,
PtState_NoListen	$= 0 \times 0010$,
PtState NoTalk	$= 0 \times 0020$,
PtState_Bridged	$= 0 \times 0040$,
PtState_Audit	$= 0 \times 0080$,
PtState_SvcObserving	$= 0 \times 00 A0$,
PtState_TreatmentReq	$= 0 \times 0100$,
PtState_Treatment	$= 0 \times 0200$,
PtState_Routing	$= 0 \times 0800$,
PtStateMod_Dialing	$= 0 \times 10000$,
PtStateMod_Uncertain	$= 0 \times 20000$,

} TPartyState;

Values

 PtState Initiated — A call has been initiated on behalf of a device, but that device has not been connected to the call yet.

- PtState_Queued A call is queued on a given device, and the call awaits the availability of some service (for example, ACD queue distribution) or of some device (for example, a phone line).
- PtState Alerting A call is alerting on a device, indicating an incoming call (for example, the phone is ringing); or a call is in the process of being distributed to a destination (for example, is being processed by the telephony network).
- PtState Busy A call cannot reach the intended device, which is busy.
- PtState Connected A given device has a voice connection with other participants.
- PtState_CP_Detected The originating device (a queue or route point) for a predictive dialing call is between the initiation of the call (EventDialing has been sent) and the moment when the call is either queued or released.
- PtState Held A device has temporarily suspended its connection to other call participants.
- PtState_Failed A call originating on a given device has not succeeded (either the dialed number is wrong, or the switch was not able to allocate the trunk). This state is used instead of Busy when a destination party was never created for the call.

- PtState_NoListen A party cannot hear other participants on the call.
- PtState_NoTalk A party is muted, and other participants on the call do not hear that party.
- PtState_Bridged A party is attached to the call with the "Bridged Call Appearance" feature.
- PtState_Audit A party is attached to a call as "Service Observer" or "Service Assistant."
- PtState_SvcObserving A party is attached to a call as "Service Observer" or "Service Assistant" and is muted such that other participants on the call do not hear that party.
- PtState_TreatmentReq The switch is waiting for a treatment to be applied to the call.
- PtState_Treatment A treatment has been applied while the call is located on a given device.
- PtState_Routing The switch is waiting for routing instructions.
- PtStateMod_Dialing A telephony object related to a party has completed a dialing sequence.
- PtStateMod_Uncertain A telephony object related to a party is in an unknown state.