Genesys Events and Models Reference

Agent-State and DN Events

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Contents

Agent-State and DN Events

EventAgentLogin

Description

The agent has logged in to the ACD group specified by `ThisQueue`.

> **Important**
>
> Multiple agent logins are allowed for the same DN and agent ID combination (since `EventAgentLogin` does not indicate by itself a transition of agent state).

Contents

Event Attribute	Type
AgentID [a]	Optional
CustomerID	Optional
Event	Mandatory
Reasons	Optional
ReferenceID	Optional
Server	Mandatory
ThisDN	Mandatory
ThisQueue	Optional
time	Mandatory
WorkMode	Optional
Extensions [b]	Optional

a. `AgentID` must be present if the agent is logged in through T-Server or if the information is available.
b. If present, the `Extensions` attribute may include a `ReasonCode` value specifically used to communicate hardware reasons.
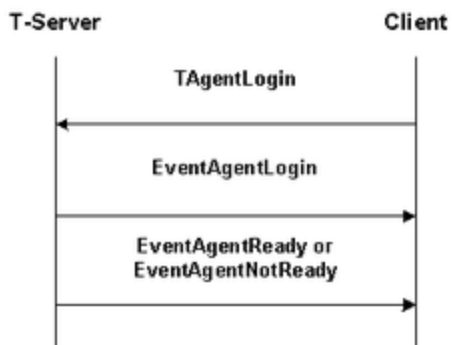
Example

EventAgentLogin Feature Example

EventAgentLogout

Description

The agent has logged out of the ACD group specified by `ThisQueue`.

> **Important**
> With CTI platforms that support agent login for multiple queues, this event signals that the agent has been moved to the `Logged Out` state, and is thus used only for an agent's final logout. (`EventQueueLogout`, on the other hand, indicates that an agent remains logged in to some other ACD queue. See EventQueueLogout.)

Contents

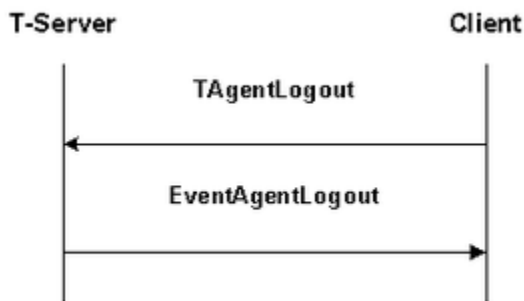| Event Attribute	Type
Event	Mandatory
Server	Mandatory
ReferenceID	Optional
CustomerID	Optional
AgentID [a]	Optional
ThisDN	Mandatory
ThisQueue	Optional
Reasons	Optional
time	Mandatory

Event Attribute	Type
Extensions [b]	Optional

a. AgentID must be present if the agent is logged in through T-Server or if the information is available.
b. If present, the Extensions attribute may include a ReasonCode value specifically used to communicate hardware reasons.

Examples

EventAgentLogout (Through Link) Feature, Example 1

EventAgentLogout (Through PhoneSet) Feature, Example 2

EventQueueLogout

Description

The agent has logged out of the ACD queue specified by ThisQueue, but remains logged in to some other ACD queue.

Contents

Event Attribute	Type
Event	Mandatory

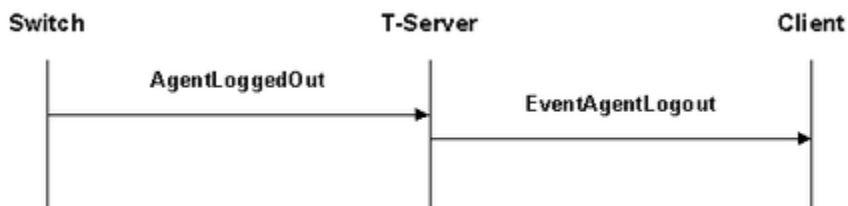| Event Attribute	Type
Server	Mandatory
ReferenceID	Optional
CustomerID	Optional
AgentID [a]	Optional
ThisDN	Mandatory
ThisQueue	Optional
Reasons	Optional
time	Mandatory
Extensions [b]	Optional

a. `AgentID` must be present if the agent is logged in through T-Server or if the information is available.
b. If present, the `Extensions` attribute may include a `ReasonCode` value specifically used to communicate hardware reasons.

EventAgentReady

Description

The agent is ready to receive ACD calls.

Contents

Event Attribute	Type
AgentID [a]	Optional
CustomerID	Optional
Event	Mandatory
Reasons	Optional
ReferenceID	Optional
Server	Mandatory
ThisDN	Mandatory
ThisQueue	Optional
time	Mandatory
WorkMode [b]	Mandatory
Extensions [c]	Optional

a. `AgentID` must be present if the agent is logged in through T-Server or if the information is available.

b. WorkMode is mandatory for the Avaya Communication Manager T-Server when not in Soft Agent mode.
c. If present, the Extensions attribute may include a ReasonCode value specifically used to communicate hardware reasons.

Examples

EventAgentReady (Through Link) Feature, Example 1

EventAgentReady (Through PhoneSet) Feature, Example 2

EventAgentNotReady

Description

The agent is not ready to receive ACD calls.

Contents

Event Attribute	Type
AgentID [a]	Optional
CustomerID	Optional
Event	Mandatory
Reasons	Optional

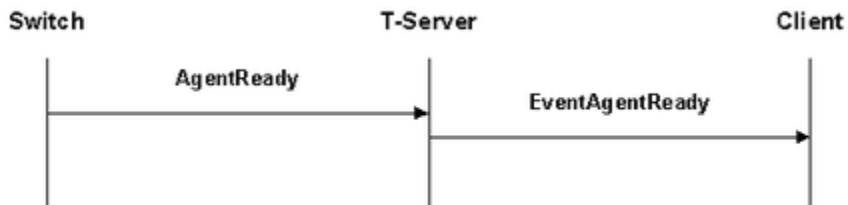| Event Attribute	Type
ReferenceID	Optional
Server	Mandatory
ThisDN	Mandatory
ThisQueue	Optional
time	Mandatory
WorkMode [b]	Optional
Extensions [c]	Optional

a. `AgentID` must be present if the agent is logged in through T-Server or if the information is available.
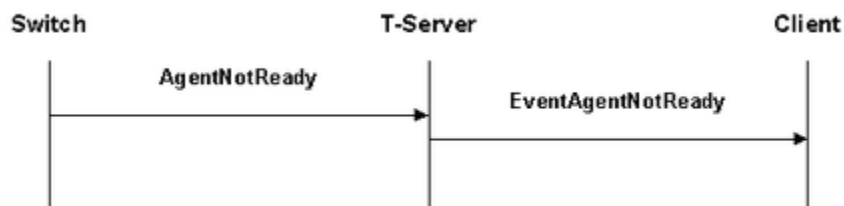b. `WorkMode` is mandatory for the Avaya Communication Manager T-Server when not in Soft Agent mode.
c. If present, the `Extensions` attribute may include a `ReasonCode` value specifically used to communicate hardware reasons.
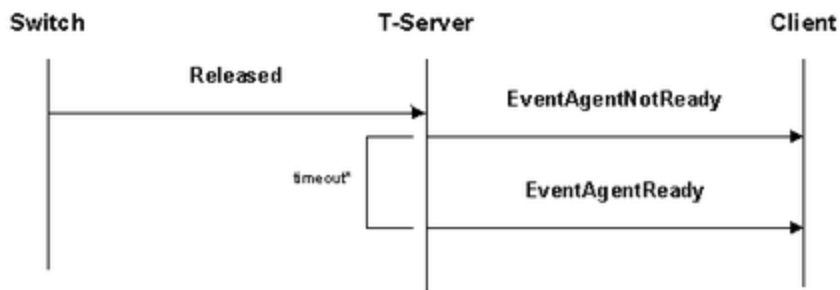
Examples

EventAgentNotReady (Through Link) Feature, Example 1

EventAgentNotReady (Through PhoneSet) Feature, Example 2

EventAgentNotReady Feature, Example 3 (for the Nortel Communication Server 2000/2100 only)

> **Important**
>
> A timeout in EventAgentNotReady Feature, Example 3 (for the Nortel Communication Server 2000/2100 (*) is specified as the wrap-up time in the Configuration Layer. T-Server distributes `EventAgentReady` automatically if there is no activity on the DN that can be considered an agent-state change within the specified timeout. See also EventAgentLogin.

EventAgentAfterCallWork (Obsolete — No Longer Supported)

Description

The agent is performing administrative duties for a previous call (that is, updating some information) and, therefore, is not ready to receive further ACD calls.

EventAgentIdleReasonSet (Obsolete—No Longer Supported)

Description

Indicates that the Idle reason for the telephony object specified by the parameter `ThisDN` has been successfully set.

Contents

Event Attribute	Type
AgentID	Optional

Event Attribute	Type
CustomerID	Optional
Event	Mandatory
Reasons	Optional
ReferenceID	Optional
Server	Mandatory
ThisDN	Mandatory
ThisQueue	Optional
time	Mandatory
Extensions	Optional

EventDNOutOfService

Description

The DN specified in the `ThisDN` attribute is out of service and cannot make or receive calls. This event is generated when an out-of-service state is first detected or when a new client registers on a DN known to be out of service.

When a DN is out of service, only the following T-Library requests can be issued for it: client registration and unregistration, queries, agent login, and private service requests.

> ## Important
>
> T-Server returns a `TERR_OUT_OF_SERVICE` error if it is called on to attempt a supported operation that cannot progress on an out-of-service DN.

When a DN goes out of service, T-Server notifies the user about the termination of active calls or changes an agent state (not ready/logout) using normal T-Library events. The other applications should rely only on those events to change the DN/agent state.

Contents

Event Attribute	Type
ThisDN	Mandatory
Extensions	Optional

Example

See EventDNBackInService.
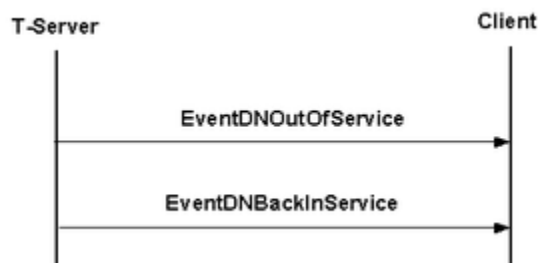
EventDNBackInService

Description

The DN specified in the `ThisDN` attribute is back in service and can make or receive calls. This event is generated when a DN, which has been out of service and for which the `EventDNOutOfService` was previously distributed, returns to service.

In the absence of `EventDNOutOfService` and `EventDNBackInService,` all clients should assume, for backward-compatibility reasons, that the DN is in service.

Contents

Event Attribute	Type
ThisDN	Mandatory
Extensions	Optional

Example

EventDNBackInService Feature Example

> **Important**
>
> Between `EventDNOutOfService` and `EventDNBackInService`, the client is not able to perform any requests, and no events should be expected during this outage. Genesys recommends that you perform `TQueryAddress()` after `EventDNBackInService` to ensure synchronization between T-Server and client.
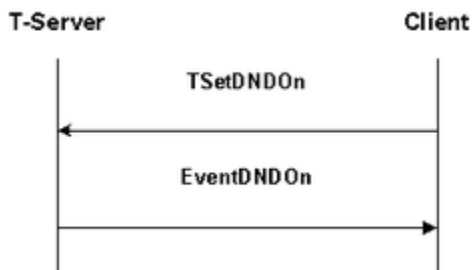
EventDNDOn

Description

The Do-Not-Disturb (DND) feature has been turned on for the telephony object specified by `ThisDN`.

Contents

Event Attribute	Type
CustomerID	Optional
Event	Mandatory
Reasons	Optional
ReferenceID	Optional
Server	Mandatory
ThisDN	Mandatory
time	Mandatory
Extensions	Optional

Examples

EventDNDOn (Through Link) Feature, Example 1

EventDNDOn (Through PhoneSet) Feature, Example 2

EventDNDOff

Description

The Do-Not-Disturb (DND) feature has been turned off for the telephony object specified by ThisDN.

Contents

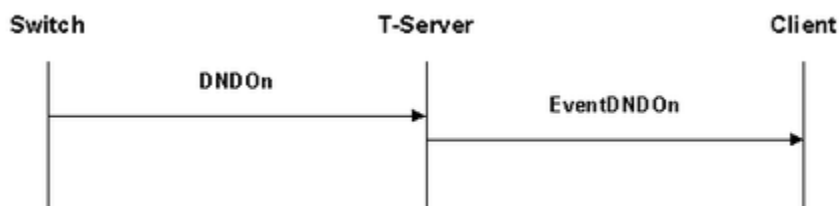| Event Attribute	Type
CustomerID	Optional
Event	Mandatory
Reasons	Optional
ReferenceID	Optional
Server	Mandatory
ThisDN	Mandatory
time	Mandatory
Extensions	Optional

Examples

EventDNDOff (Through PhoneSet) Feature, Example 1

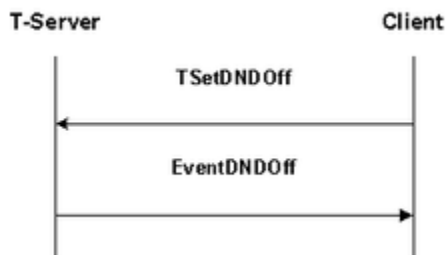EventDNDOff (Through PhoneSet) Feature, Example 2

EventForwardSet

Description

The Forwarding feature has been turned on for the telephony object specified by `ThisDN`.

Contents

Event Attribute	Type
CustomerID	Optional
Event	Mandatory
Extensions	Optional
InfoStatus (CallForwardingStatus, SendAllCallsStatus)	Optional
OtherDN [a]	Optional
Reasons	Optional
ReferenceID	Optional
Server	Mandatory
ThisDN	Mandatory
time	Mandatory
ForwardMode	Optional

a. The OtherDN attribute is used to specify the target party when the Forward feature is in progress.

Examples

EventForwardSet (Through Link) Feature, Example 1

EventForwardSet (Through PhoneSet) Feature, Example 2

EventForwardCancel

Description

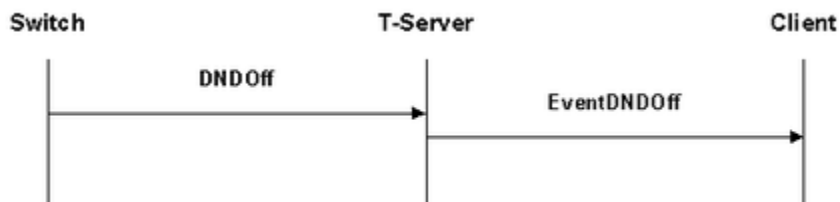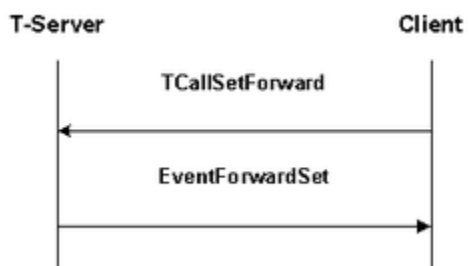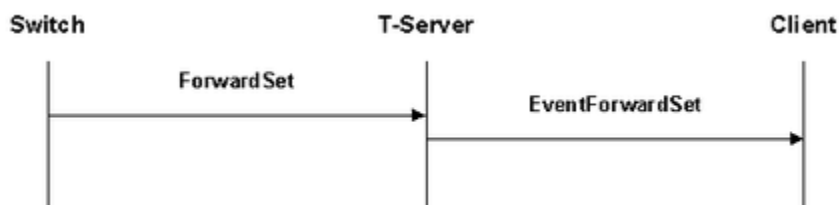The Forwarding feature has been turned off for the telephony object specified by ThisDN.

Contents

Event Attribute	Type
CustomerID	Optional
Event	Mandatory
Extensions	Optional
Reasons	Optional
ReferenceID	Optional
Server	Mandatory
ThisDN	Mandatory
time	Mandatory

Examples

EventForwardCancel (Through Link) Feature, Example 1
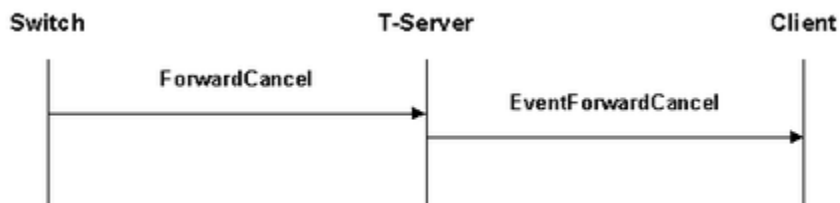
EventForwardCancel (Through PhoneSet) Feature, Example 2

EventMonitoringNextCall
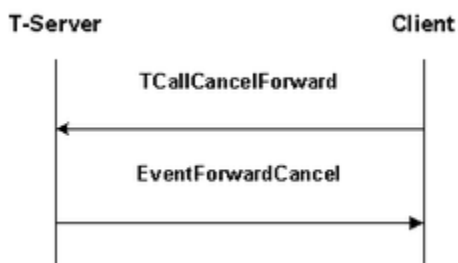
Description

A request to monitor the next call(s) has been accepted. The event is delivered to the applications on the supervisor's and agent's desktops.

> ### Important
> A supervisor who monitors calls as a result of the request `TMonitorNextCall()` is able to hear and participate in conversations on the monitored DN. If it is necessary to receive events associated with conversations, the supervisor's soft phone must be registered with the various DNs that might be monitored.

Contents

Event Attribute	Type
ThisDN [a]	Mandatory
ThisDNRole [a]	Mandatory
OtherDN [b]	Mandatory
OtherDNRole [b]	Mandatory
ReferenceID	Optional
MonitorNextCallType	Mandatory
Reasons	Optional
Extensions	Optional

a. When the event is delivered to an application on the supervisor's desktop, `ThisDN` is set to the supervisor's DN and `ThisDNRole` is set to `DNRoleObserver`. When the event is delivered to an application on the agent's desktop, `ThisDN` is set to the agent's DN and `ThisDNRole` is set to `DNRoleDestination`.
b. When the event is delivered to an application on the supervisor's desktop, `OtherDN` is set to the agent's DN and `OtherDNRole` is set to `DNRoleDestination`. When the event is delivered to an application on the agent's desktop, `OtherDN` is set to the supervisor's DN and `OtherDNRole` is set to `DNRoleObserver`.

Example

See EventMonitoringCancelled.

EventMonitoringCancelled

Description

The call monitoring has been canceled either by a separate call to the TMonitorNextCall() function or to the TCancelMonitoring() function. The event is delivered to the applications on the supervisor's and agent's desktops.

Contents

Event Attribute	Type
ThisDN [a]	Mandatory
ThisDNRole [a]	Mandatory
OtherDN [b]	Mandatory
OtherDNRole [b]	Mandatory
ReferenceID	Optional
Reasons	Optional
Extensions	Optional

a. When the event is delivered to an application on the supervisor's desktop, ThisDN is set to the supervisor's DN and ThisDNRole is set to DNRoleObserver. When the event is delivered to an application on the agent's desktop, ThisDN is set to the agent's DN and ThisDNRole is set to DNRoleDestination.
b. When the event is delivered to an application on the supervisor's desktop, OtherDN is set to the agent's DN and OtherDNRole is set to DNRoleDestination. When the event is delivered to an application on the agent's desktop, OtherDN is set to the supervisor's DN and OtherDNRole is set to DNRoleObserver.

Example

EventMonitoringCancelled Feature Example

EventOffHook

Description

The telephony object specified by `ThisDN` has gone off-hook.

Contents

Event Attribute	Type
AgentID	Optional
CallHistory	Optional
CallID	Optional
CallState	Optional
CallType	Optional
ConnID	Optional
CustomerID	Optional
Event	Mandatory
Extensions	Optional
NetworkCallID	Optional
NetworkNodeID	Optional
Server	Mandatory
ThisDN	Mandatory

Event Attribute	Type
ThisTrunk	Optional
time	Mandatory
TransferredNetworkCallID	Optional
TransferredNetworkNodeID	Optional
UserData	Optional

EventOnHook

Description

The telephony object specified by `ThisDN` has gone on-hook.

Contents

Event Attribute	Type
AgentID	Optional
CallHistory	Optional
CallID	Optional
ConnID	Optional
CustomerID	Optional
Event	Mandatory
Extensions	Optional
NetworkCallID	Optional
NetworkNodeID	Optional
Server	Mandatory
ThisDN	Mandatory
ThisDNRole	Optional
ThisTrunk	Optional
time	Mandatory
TransferredNetworkCallID	Optional
TransferredNetworkNodeID	Optional
UserData	Optional

EventMuteOn

Description

A party identified by ThisDN is now in the Mute mode.

Contents

Event Attribute	Type
ConnID	Mandatory
CustomerID	Optional
Extensions	Optional
NetworkCallID	Optional
NetworkNodeID	Optional
Reasons	Optional
ReferenceID	Optional
ThisDN	Mandatory
ThisDNRole	Mandatory
TransferredNetworkCallID	Optional
TransferredNetworkNodeID	Optional
UserData	Optional

EventMuteOff

Description

A party identified by ThisDN is no longer in Mute (microphone-disabled) mode. The ReferenceID attribute is set to indicate the corresponding TSetMuteOff() function.

Contents

Event Attribute	Type
ConnID	Mandatory
CustomerID	Optional
Reasons	Optional
Extensions	Optional
NetworkCallID	Optional
NetworkNodeID	Optional

Event Attribute	Type
ReferenceID	Optional
ThisDN	Mandatory
ThisDNRole	Mandatory
TransferredNetworkCallID	Optional
TransferredNetworkNodeID	Optional
UserData	Optional

EventListenDisconnected

Description

The switch has registered `Deaf` mode for the specified telephony object (in `OtherDN`).

Contents

Event Attribute	Type
CallHistory	Optional
CallID	Mandatory
CallState [a]	Mandatory
CallType	Mandatory
ConnID	Mandatory
CustomerID	Optional
Event	Mandatory
Extensions	Optional
NetworkCallID	Optional
NetworkNodeID	Optional
OtherDN [b]	Mandatory
OtherDNRole	Optional
OtherQueue	Optional
OtherTrunk	Optional
Reasons	Optional
ReferenceID	Optional
Server	Mandatory
ThirdPartyDN [c]	Mandatory
ThisDN [d]	Mandatory
ThisDNRole	Mandatory

Event Attribute	Type
ThisQueue	Optional
ThisTrunk	Optional
time	Mandatory
TransferredNetworkCallID	Optional
TransferredNetworkNodeID	Optional
UserData	Optional

a. The following `CallStates` are used:

- `CallStateOk`: the party can still participate in conversation with some active members of the conference.

- `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.

b. Applies to the disconnected party.
c. The party that cannot be heard by the disconnected party.
d. The party that initiated the request.

EventListenReconnected

Description

The switch has canceled `Deaf` mode for the specified telephony object.

Contents

Event Attribute	Type
CallHistory	Optional
CallID	Mandatory
CallType	Mandatory
ConnID	Mandatory
CustomerID	Optional
Event	Mandatory
Extensions	Optional
NetworkCallID	Optional
NetworkNodeID	Optional
OtherDN [a]	Mandatory
OtherDNRole	Optional

Event Attribute	Type
OtherQueue	Optional
OtherTrunk	Optional
Reasons	Optional
ReferenceID	Optional
Server	Mandatory
ThirdPartyDN [b]	Optional
ThisDN [c]	Mandatory
ThisDNRole	Mandatory
ThisQueue	Optional
ThisTrunk	Optional
time	Mandatory
TransferredNetworkCallID	Optional
TransferredNetworkNodeID	Optional
UserData	Optional

a. The reconnected party.
b. The party that is heard by the reconnected party.
c. The party that initiated the request.
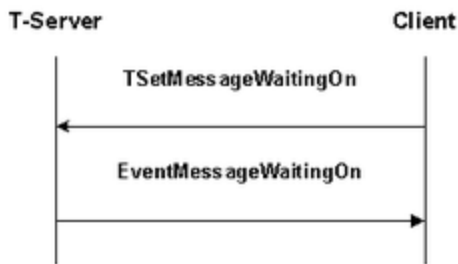
EventMessageWaitingOn

Description

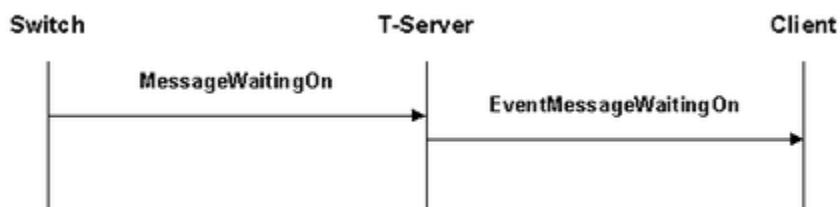The Waiting indicator has been turned on for the telephony object specified by ThisDN.

Contents

Event Attribute	Type
CustomerID	Optional
Event	Mandatory
Extensions	Optional
Reasons	Optional
ReferenceID	Optional
Server	Mandatory
ThisDN	Mandatory
time	Mandatory

Examples

EventMessageWaitingOn (Through Link) Feature,
Example 1

EventMessageWaitingOn (Through PhoneSet) Feature, Example 2

EventMessageWaitingOff

Description

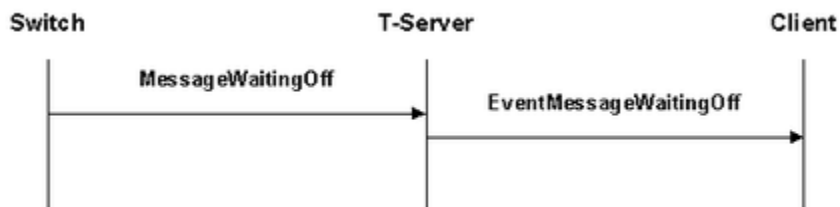The Waiting indicator has been turned off for the telephony object specified by ThisDN.

Contents

Event Attribute	Type
CustomerID	Optional
Event	Mandatory
Reasons	Optional
ReferenceID	Optional
Server	Mandatory
ThisDN	Mandatory
time	Mandatory
Extensions	Optional

Examples

EventMessageWaitingOff (Through Link) Feature,
Example 1

EventMessageWaitingOff (Through PhoneSet) Feature, Example 2