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Genesys Events and Models Reference

Basic Call Models

4/30/2025

Contents

Basic Call Models

This section documents the basic scenarios under which calls arrive in a contact center.

Note the following comments in the call models:

*0PT—Optional.

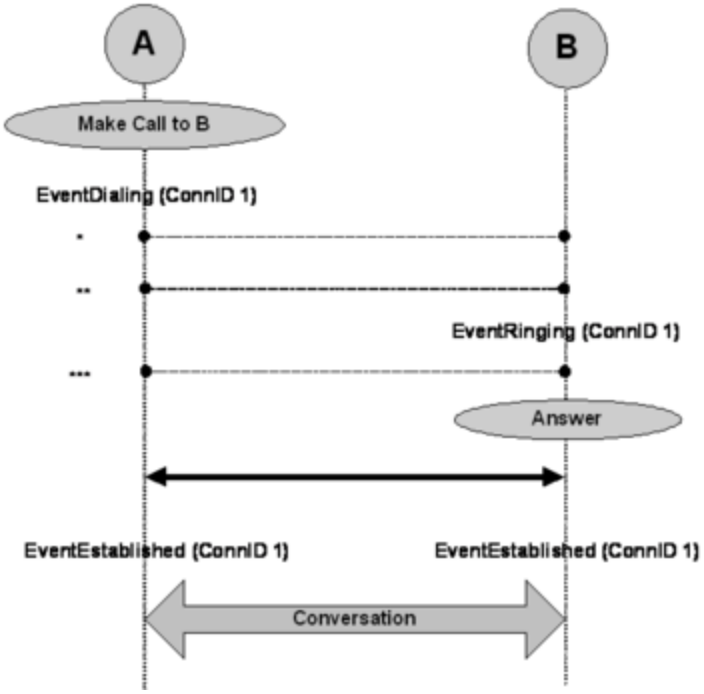
*DIAL—May be a dialed number or is not present if T-Server has no information about the other party.

Simple Call Model

Simple Call Model

Connection-Establishing Phase (Internal/Inbound Call)

The following graphic and table describe the connection establishing phase (internal/inbound call).



Connection-Establishing Phase (Internal/Inbound Call)

PARTY A	PARTY B
Make Call to B (TMakeCall)	
EventDialing ConnID **1** ThisDN **A** ThisDNRole **Origination** OtherDN *DIAL OtherDNRole **Destination** *DIAL	
	EventRinging ConnID **1** ThisDN **B** ThisDNRole **Destination** OtherDN **A** OtherDNRole **Origination** CallState **OK**
	Answer (TAnswerCall)
EventEstablished ConnID **1** ThisDN **A** ThisDNRole **Origination** OtherDN **B** OtherDNRole **Destination**	**EventEstablished** ConnID **1** ThisDN **B** ThisDNRole **Destination** OtherDN **A** OtherDNRole **Origination**

PARTY A	PARTY B
Conversation	

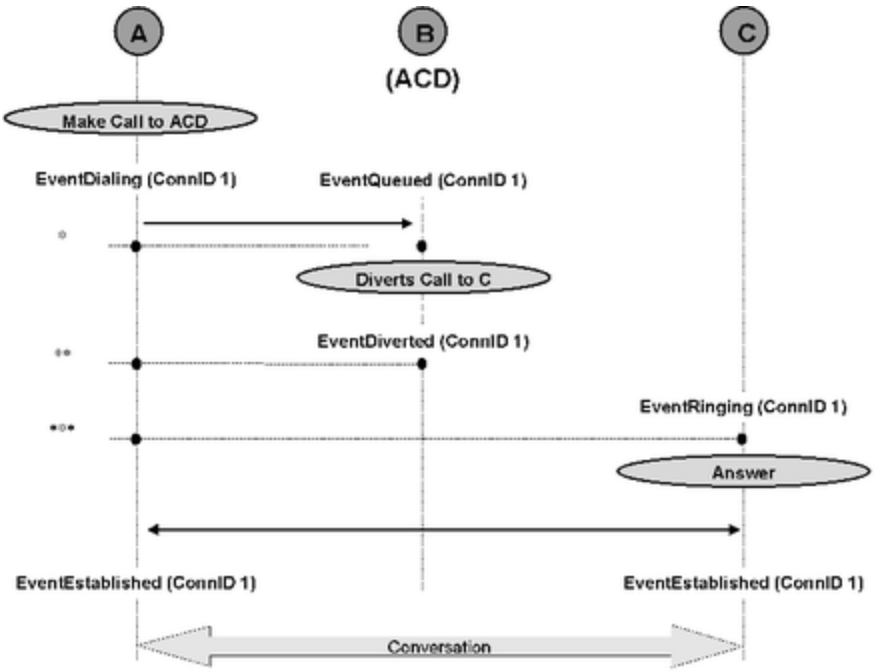
Abnormal Call Flow

Interruption Point	PARTY A	PARTY B
*	**EventReleased** ConnID **1** ThisDN **A** ThisDNRole **Origination** CallState **OK**	
**	**EventDestinationBusy** ConnID **1** ThisDN **A** ThisDNRole **Origination** CallState [a]	
***	**EventReleased** ConnID **1** ThisDN **A** ThisDNRole **Origination** OtherDN **B** *DIAL OtherDNRole **Destination** *DIAL CallState **OK**	**EventAbandoned** ConnID **1** ThisDN **B** OtherDN **A** CallState **OK**

a. `CallState` may have values that clarify the reason for the destination being busy, for instance `CallState SitInvalidNum`.

Connection-Establishing Phase (Internal/Inbound Call to ACD)

The following graphic and table describe the connection establishing phase (internal/inbound call to ACD).



Connection-Establishing Phase (Internal/Inbound Call to ACD)

PARTY A	PARTY B (ACD Group)	PARTY C
Make Call to B		
EventDialing ConnID **1** ThisDN **A** ThisDNRole **Origination** OtherDN **B** *DIAL OtherDNRole **Destination** *DIAL	**EventQueued** ConnID **1** ThisDN **B** ThisQueue **B** ThisDNRole **Destination** OtherDN **A** OtherDNRole **Origination**	
	Diverts call to C	
	EventDiverted ConnID **1** ThisDN **B** ThisQueue **B** ThisDNRole **Destination** OtherDN **A** OtherDNRole **Origination** ThirdPartyDN **C** *OPT ThirdPartyDNRole **Destination** *OPT	
		EventRinging ConnID **1** ThisDN **C** ThisQueue **B** ThisDNRole **Destination** OtherDN **A**

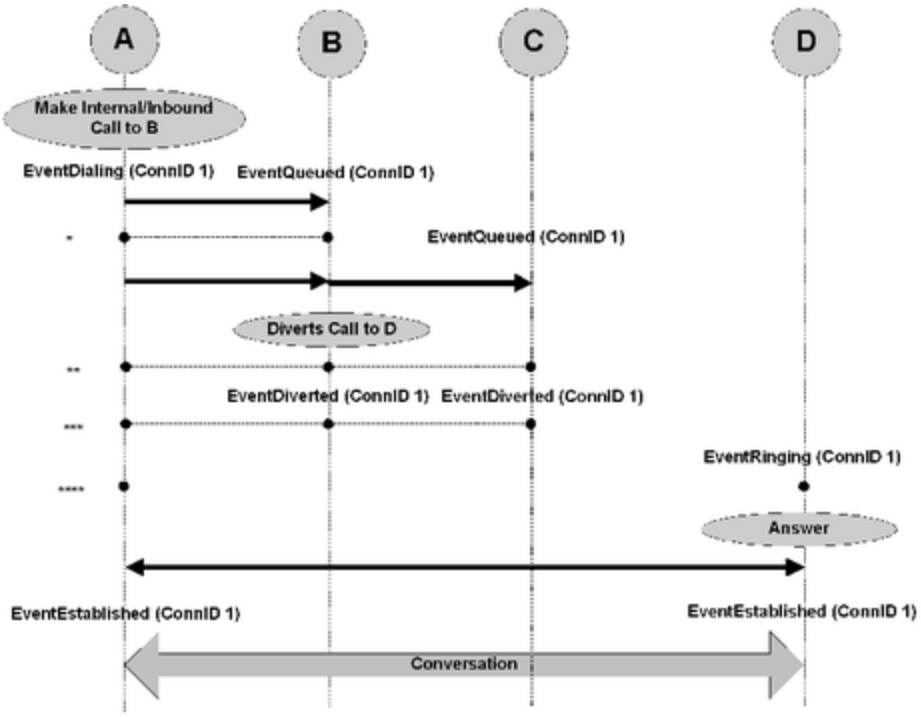
PARTY A	PARTY B (ACD Group)	PARTY C
		OtherDNRole **Origination** CallState **OK**
		Answer (TAnswerCall)
EventEstablished ConnID **1** ThisDN **A** ThisDNRole **Origination** OtherDN **C** OtherDNRole **Destination**		**EventEstablished** ConnID **1** ThisDN **C** ThisQueue **B** ThisDNRole **Destination** OtherDN **A** OtherDNRole **Origination**
Conversation		

Abnormal Call Flow

Interruption Point	PARTY A	PARTY B	PARTY C
*	**EventReleased** ConnID **1** ThisDN **A** OtherDN **B** CallState **OK**	**EventAbandoned** ConnID **1** ThisDN **B** OtherDN **A** CallState **OK**	
**	**EventReleased** ConnID **1** ThisDN **A** OtherDN **B** CallState **OK**		
***	**EventReleased** ConnID **1** ThisDN **A** OtherDN **C** CallState **OK**		**EventAbandoned** ConnID **1** ThisDN **C** OtherDN **A** CallState **OK**

Connection-Establishing Phase (Internal/Inbound Call Queued to Multiple ACDs)

The following graphic and table describe the connection establishing phase (internal/inbound call queued to multiple ACDs).



Connection-Establishing Phase (Internal/Inbound Call Queued to Multiple ACDs)

PARTY A	PARTY B (ACD)	PARTY C (ACD)	PARTY D
Make Internal/ Inbound Call to B (ACD)			
EventDialing ConnID **1** ThisDN **A** ThisDNRole **Origination** OtherDN **B** *DIAL OtherDNRole **Destination** *DIAL	**EventQueued** ConnID **1** ThisDN **B** ThisQueue **B** ThisDNRole **Destination** OtherDN **A** OtherDNRole **Origination**		
		EventQueued ConnID **1** ThisDN **C** ThisQueue **C** ThisDNRole **Destination** OtherDN **A** OtherDNRole **Origination**	
	Diverts Call to D		
	EventDiverted	**EventDiverted**	

PARTY A	PARTY B (ACD)	PARTY C (ACD)	PARTY D
	ConnID **1** ThisDN **B** ThisDNRole **Origination** OtherDN **C** OtherDNRole **Destination**	ConnID **1** ThisDN **C** ThisQueue **C** ThirdPartyDN **D** ThirdPartyQueue **B** CallState **Redirected** [a]	
			EventRinging ConnID **1** ThisDN **D** ThisQueue **B** ThisDNRole **Destination** OtherDN **A** OtherDNRole **Origination** CallState **OK**
			Answer (TAnswerCall)
EventEstablished ConnID **1** ThisDN **A** ThisDNRole **Origination** OtherDN **D** OtherDNRole **Destination** CallState **OK**			**EventEstablished** ConnID **1** ThisDN **D** ThisDNRole **Destination** OtherDN **A** OtherDNRole **Origination** CallState **OK**
Conversation			

a. For ACD configurations where calls are distributed to agents assigned directly to ACD groups, `CallState` and its value of `Redirected` are present. For ACD configurations where calls are distributed to agents assigned to secondary ACD groups associated with top-level ACD queues, the `CallState`, with the value `Redirected`, is not present.

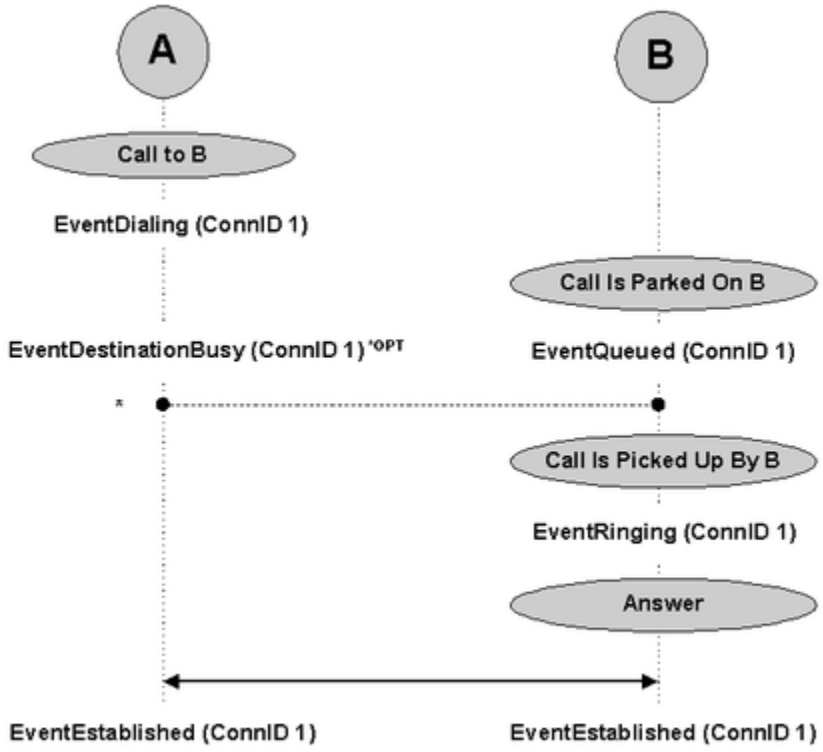
Abnormal Call Flow

Interruption Point	PARTY A	PARTY B	PARTY C	PARTY D
*	**EventReleased** ConnID **1** ThisDN **A** OtherDN **B** CallState **OK**	**EventAbandoned** ConnID **1** ThisDN **B** ThisQueue **B** OtherDN **A** CallState **OK**		
**	**EventReleased** ConnID **1** ThisDN **A** OtherDN **B** CallState **OK**	**EventAbandoned** ConnID **1** ThisDN **B** ThisQueue **B** OtherDN **A** CallState **OK**	**EventAbandoned** ConnID **1** ThisDN **C** ThisQueue **C** OtherDN **A** CallState **OK**	
***	**EventReleased**			

Interruption Point	PARTY A	PARTY B	PARTY C	PARTY D
	ConnID **1** ThisDN **A** OtherDN **D** CallState **OK**			
****	**EventReleased** ConnID **1** ThisDN **A** OtherDN **D** CallState **OK**			**EventAbandoned** ConnID **1** ThisDN **D** ThisQueue **C** OtherDN **A** CallState **OK**

Connection-Establishing Phase (Internal/Inbound Call with Call Parking)

The following graphic and table describe the connection establishing phase (internal/inbound call with call parking).



Connection-Establishing Phase (Internal/Inbound Call with Call Parking)

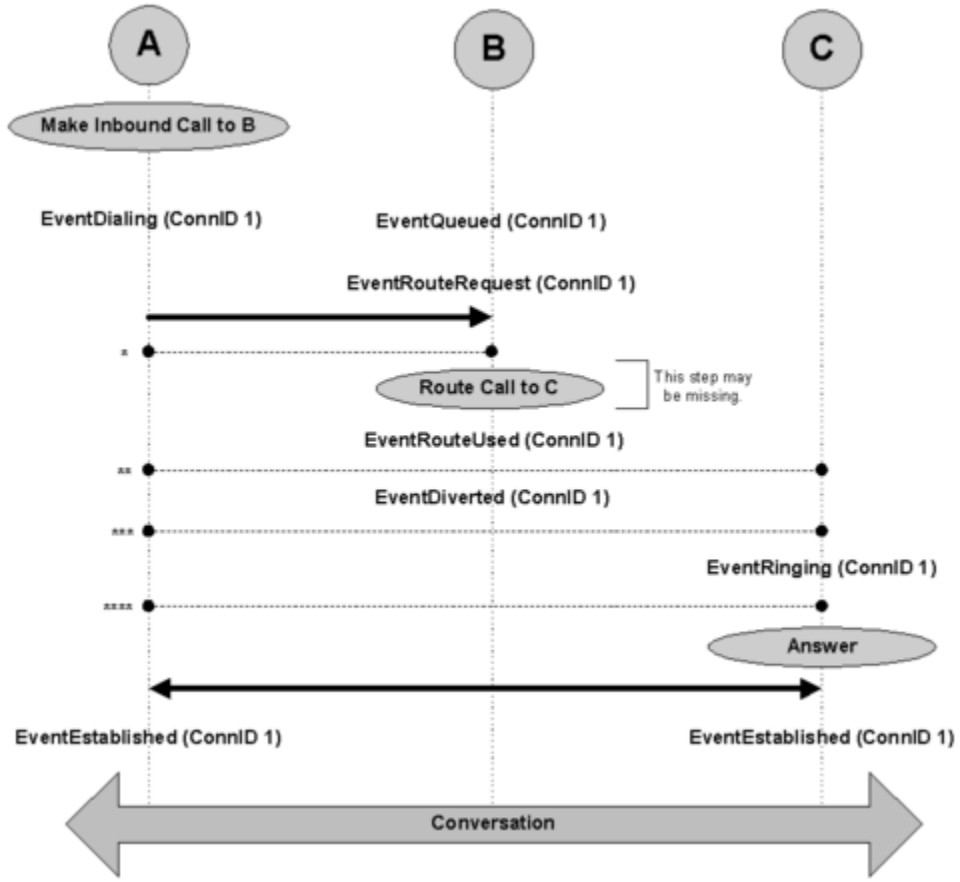
PARTY A	PARTY B
Make Call To B (TMakeCall)	
EventDialing ConnID **1** ThisDN **A** ThisDNRole **Origination** OtherDN **B** *DIAL OtherDNRole **Destination** *DIAL	
	Call Is Parked On B
EventDestinationBusy *OPT ConnID **1** ThisDN **A** ThisDNRole **Origination** OtherDN **B** *DIAL OtherDNRole **Destination** *DIAL	**EventQueued** ConnID **1** ThisDN **B** ThisDNRole **Destination** OtherDN **A** OtherDNRole **Origination** CallState **OK**
	Call Is Picked Up By B
	EventRinging ConnID **1** ThisDN **B** ThisDNRole **Destination** OtherDN **A** OtherDNRole **Origination** CallState **OK**
	Answer (TAnswerCall)
EventEstablished ConnID **1** ThisDN **A** ThisDNRole **Origination** OtherDN **B** OtherDNRole **Destination**	**EventEstablished** ConnID **1** ThisDN **B** ThisDNRole **Destination** OtherDN **A** OtherDNRole **Origination**
Conversation	

Abnormal Call Flow

Interruption Point	PARTY A	PARTY B
*	**EventReleased** ConnID **1** ThisDN **A** ThisDNRole **Origination** OtherDN **B** *DIAL OtherDNRole **Destination** *DIAL CallState **OK**	**EventAbandoned** ConnID **1** ThisDN **B** OtherDN **A** CallState **OK**

Connection-Establishing Phase (Internal/Inbound Call with Routing—RouteQueue Case)

The following graphic and table describe the connection establishing phase (internal/inbound call with routing - RouteQueue case).



Connection-Establishing Phase (Internal/Inbound Call with Routing—RouteQueue Case)

PARTY A	PARTY B (Routing Point/CDN)	PARTY C
Make Incoming Call to Information Service		
EventDialing ConnID **1** ThisDN **A** ThisDNRole **Origination** OtherDN **B** OtherDNRole **Destination**	**EventQueued** ConnID **1** ThisDN **B** ThisQueue **B** ThisDNRole **Destination** OtherDN **A** OtherDNRole **Origination** **EventRouteRequest** ConnID **1** ThisDN **B**	

PARTY A	PARTY B (Routing Point/CDN)	PARTY C
	ThisQueue **B** ThisDNRole **Destination** OtherDN **A** OtherDNRole **Origination**	
	Route Call to C [a] (TRouteCall)	
	EventRouteUsed ConnID **1** ThisDN **B** ThisDNRole **Destination** OtherDN **A** OtherDNRole **Origination** ThirdPartyDN **C** *OPT ThirdPartyDNRole **Destination** *OPT **EventDiverted** ConnID **1** ThisDN **B** ThisQueue **B** ThisDNRole **Destination** OtherDN **A** OtherDNRole **Origination** ThirdPartyDN **C** *OPT ThirdPartyDNRole **Destination** *OPT	
		EventRinging ConnID **1** ThisDN **C** ThisQueue **B** ThisDNRole **Destination** OtherDN **A** OtherDNRole **Origination** CallState **OK**
		Answer (TAnswerCall)
EventEstablished ConnID **1** ThisDN **A** ThisDNRole **Origination** OtherDN **C** OtherDNRole **Destination**		**EventEstablished** ConnID **1** ThisDN **C** ThisDNRole **Destination** OtherDN **A** OtherDNRole **Origination**
Conversation		

a. `RouteCall` to C (`TRouteCall()`) may be missing.

Abnormal Call Flow

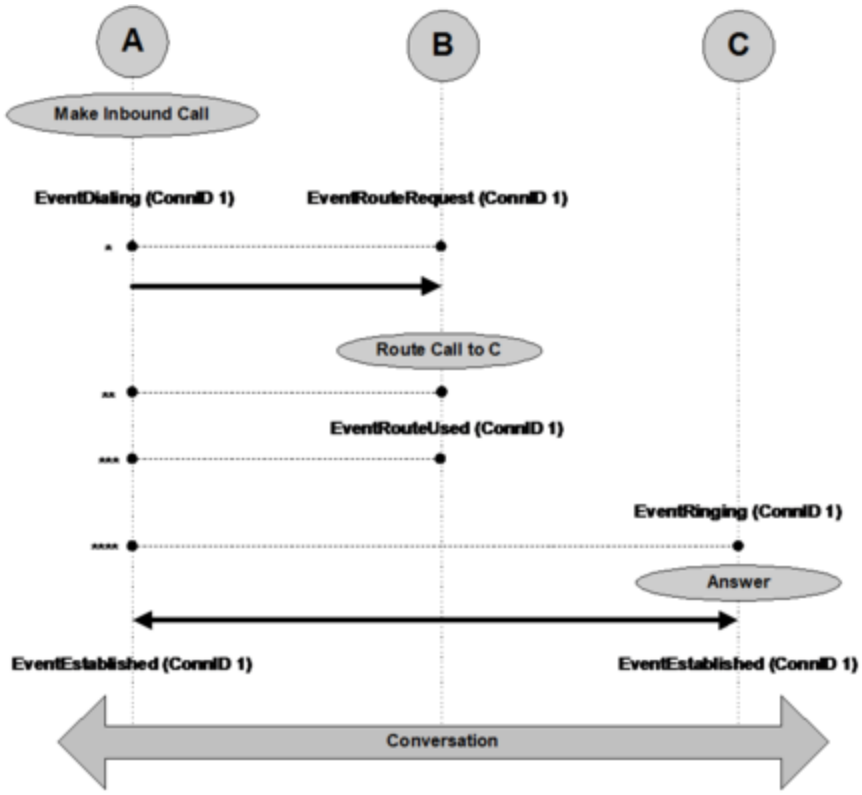
Interruption Point	PARTY A	PARTY B	PARTY C
* And	**EventReleased** ConnID **1**	**EventAbandoned** ConnID **1**	

Interruption Point	PARTY A	PARTY B	PARTY C
**	ThisDN **A** OtherDN **B** CallState **OK**	ThisDN **B** OtherDN **A** CallState **OK**	
***	**EventReleased** ConnID **1** ThisDN **A** OtherDN **C** CallState **OK**		
****	**EventReleased** ConnID **1** ThisDN **A** OtherDN **C** CallState **OK**		**EventAbandoned** ConnID **1** ThisDN **C** OtherDN **A** CallState **OK**

a. `RouteCall` to C (`TRouteCall()`) may be missing.

Connection-Establishing Phase (Internal/Inbound Call with Routing)

The following graphic and table describe the connection establishing phase (internal/inbound call with routing).



Connection-Establishing Phase (Internal/Inbound Call with Routing)

PARTY A	PARTY B (Routing Point/CDN)	PARTY C
Make Incoming Call to Information Service		
EventDialing ConnID **1** ThisDN **A** ThisDNRole **Origination** OtherDN **B** *DIAL OtherDNRole **Destination** *DIAL	**EventRouteRequest** ConnID **1** ThisDN **B** ThisDNRole **Destination** OtherDN **A** OtherDNRole **Origination**	
	Route Call to C [a] **(TRouteCall)**	
	EventRouteUsed ConnID **1** ThisDN **B** ThisDNRole **Destination** OtherDN **A** OtherDNRole **Origination** ThirdPartyDN **C** [b] ThirdPartyDNRole **Destination** *OPT CallState **OK/Redirected** [c]	
		EventRinging ConnID **1**

PARTY A	PARTY B (Routing Point/CDN)	PARTY C
		ThisDN **C** ThisDNRole **Destination** OtherDN **A** OtherDNRole **Origination** CallState **OK**
		Answer (TAnswerCall)
EventEstablished ConnID **1** ThisDN **A** ThisDNRole **Origination** OtherDN **C** OtherDNRole **Destination**		**EventEstablished** ConnID **1** ThisDN **C** ThisDNRole **Destination** OtherDN **A** OtherDNRole **Origination**
Conversation		

a. Not present if a call has been routed by default; that is, a switch did not receive any routing instruction from a computer domain within a timeout configured on the switch side (scripted or otherwise) and therefore processed the call using switch logic. b. Content of `ThirdPartyDN` depends on the call scenario:

- If information about the destination is available at the moment `EventRouteUsed` is generated, this attribute is mandatory; a DN where the call has been delivered must be reported.
- If the information is not available, but the call has been routed through T-Server, this attribute is mandatory; a DN where the call has been sent must be reported.
- If a call has been routed to a default destination or routed by another application, this attribute is optional (depends on switch capabilities).

c. `CallState` has a value of `Redirected (22)` if a call has been routed by a switch. For Aspect ACD, Rockwell Spectrum, and Hicom 300 E CS switches, the attribute `Callstate` is not present.

Abnormal Call Flow

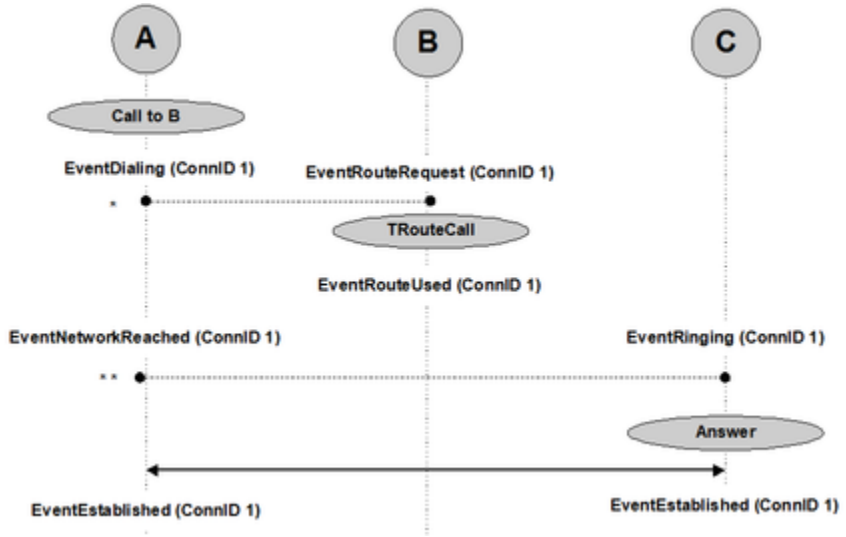
Interruption Point	PARTY A	PARTY B	PARTY C
*	**EventReleased** ConnID **1** ThisDN **A** OtherDN **B** CallState **OK**	**EventAbandoned** ConnID **1** ThisDN **B** OtherDN **A** CallState **OK**	
**	**EventReleased** ConnID **1** ThisDN **A** OtherDN **C** CallState **OK**	**EventAbandoned** [a] ConnID **1** ThisDN **B** OtherDN **A** CallState **OK**	
***	**EventReleased**		

Interruption Point	PARTY A	PARTY B	PARTY C
	ConnID **1** ThisDN **A** OtherDN **C** CallState **OK**		
****	**EventReleased** ConnID **1** ThisDN **A** OtherDN **C** CallState **OK**		**EventAbandoned** ConnID **1** ThisDN **C** OtherDN **A** CallState **OK**

a. `EventError` must be sent after `EventAbandoned` in this case to make the `ReferenceID` available.

Connection-Establishing Phase (Internal/Inbound Call with Routing Outbound)

The following graphic and table describe the connection establishing phase (internal/inbound call with routing outbound).



Connection-Establishing Phase (Internal/Inbound Call with Routing Outbound)

PARTY A	PARTY B (Routing Point)	PARTY C
Incoming Call		
EventDialing	**EventRouteRequest**	

PARTY A	PARTY B (Routing Point)	PARTY C
ConnID **1** ThisDN **A** ThisDNRole **Origination** OtherDN **B** *DIAL OtherDNRole **Destination** *DIAL	ConnID **1** ThisDN **B** ThisDNRole **Destination** OtherDN **A** OtherDNRole **Origination**	
	Route Call to C [a] (TRouteCall)	
EventNetworkReached ConnID **1** ThisDN **A** ThisDNRole **Origination** OtherDN **C** *DIAL OtherDNRole **Destination** *DIAL	**EventRouteUsed** ConnID **1** ThisDN **B** ThisDNRole **Destination** OtherDN **A** OtherDNRole **Origination** ThirdPartyDN **C** [b] ThirdPartyDNRole **Destination** *OPT CallState **OK/Redirected** [c]	**EventRinging** ConnID **1** ThisDN **C** ThisDNRole **Destination** OtherDN **A** OtherDNRole **Origination** CallState **OK**
		Answer (TAnswerCall)
EventEstablished ConnID **1** ThisDN **A** ThisDNRole **Origination** OtherDN **C** OtherDNRole **Destination**		**EventEstablished** ConnID **1** ThisDN **C** ThisDNRole **Destination** OtherDN **A** OtherDNRole **Origination**
Conversation		

a. Not present if a call has been routed by default; that is, a switch did not receive any routing instruction from a computer domain within a timeout configured on the switch side (scripted or otherwise) and therefore processed the call using switch logic. b. Content of `ThirdPartyDN` depends on the call scenario:

- If information about the destination is available at the moment `EventRouteUsed` is generated, this attribute is mandatory; a DN where the call has been delivered must be reported.
- If the information is not available, but the call has been routed through T-Server, this attribute is mandatory; a DN where the call has been sent must be reported.
- If a call has been routed to a default destination or routed by another application, this attribute is optional (depends on switch capabilities).

c. `CallState` has a value of `Redirected (22)` if a call has been routed by a switch. For Nortel Communication Server 1000 with SCCS MLS, Aspect ACD, Rockwell Spectrum, and Hicom 300 E CS switches, the attribute `CallState` is not present.

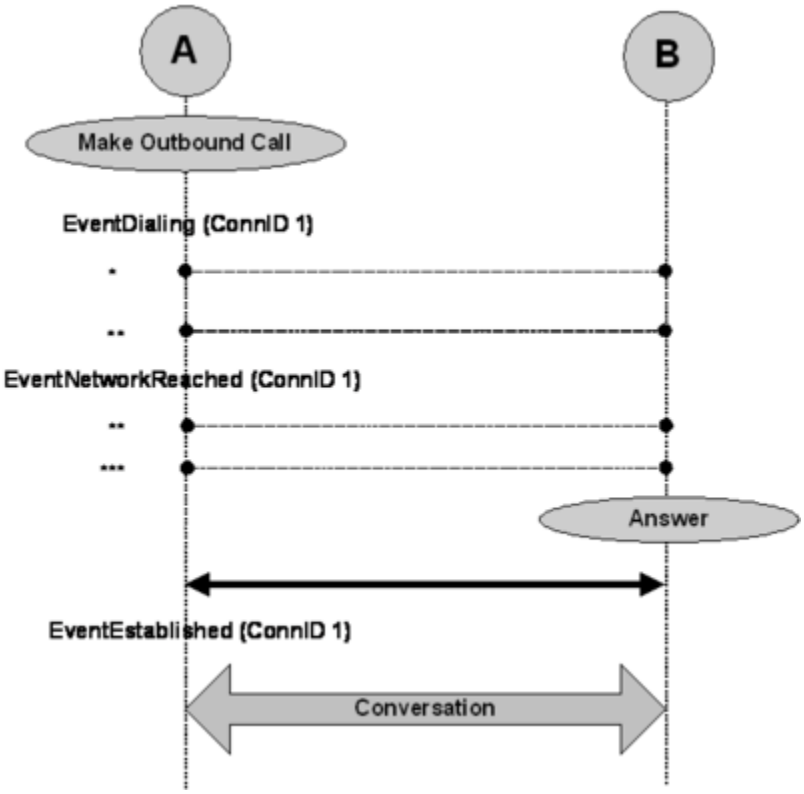
Abnormal Call Flow

Interruption Point	PARTY A	PARTY B	PARTY C
*	**EventReleased**	**EventAbandoned**	

Interruption Point	PARTY A	PARTY B	PARTY C
	ConnID **1** ThisDN **A** OtherDN **B** CallState **OK**	ConnID **1** ThisDN **B** OtherDN **A** CallState **OK**	
**	**EventReleased** ConnID **1** ThisDN **A** OtherDN **C** CallState **OK**		**EventAbandoned** ConnID **1** ThisDN **C** OtherDN **A** CallState **OK**

Connection-Establishing Phase (Outbound Call)

The following graphic and table describe the connection establishing phase (outbound call).



Connection-Establishing Phase (Outbound Call)

PARTY A	PARTY B
Make Outside Call (TMakeCall)	

PARTY A	PARTY B
EventDialing ConnID **1** ThisDN **A** ThisDNRole **Origination** OtherDN **B** *DIAL OtherDNRole **Destination** *DIAL	
EventNetworkReached [a] ConnID **1** ThisDN **A** ThisDNRole **Origination** OtherDN **B** *DIAL OtherDNRole **Destination** *DIAL	
	Answer
EventEstablished ConnID **1** ThisDN **A** ThisDNRole **Origination** OtherDN **B** *OPT OtherDNRole **Destination** *OPT	
Conversation	

a. When a switch does not report network reached, T-Server simulates `EventNetworkReached` right before distributing `EventEstablished`.

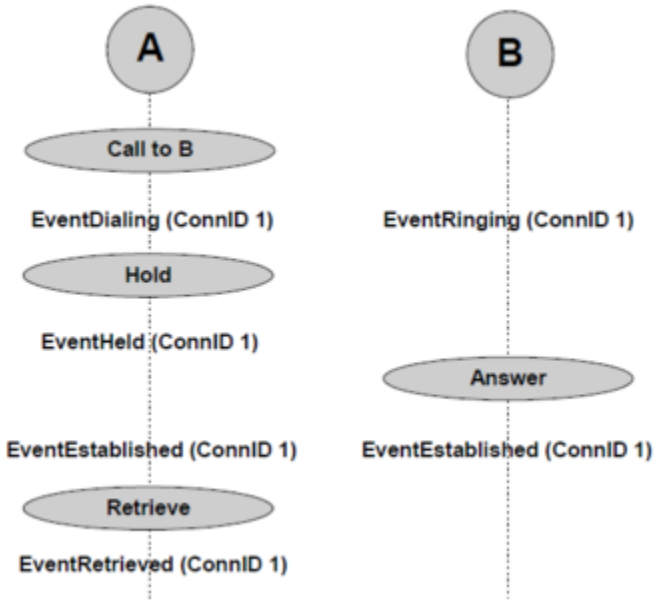
Abnormal Call Flow

Interruption Point	PARTY A
*	**EventReleased** ConnID **1** ThisDN **A** OtherDN **B** CallState **OK**
**	**EventDestinationBusy** ConnID **1** ThisDN **A** OtherDN **B** CallState [a]
***	**EventReleased** ConnID **1** ThisDN **A** OtherDN **B** CallState **OK**

a. `CallState` may have values that clarify the reason for the destination being busy, for instance `CallStateSitInvalidNum`.

Connection-Establishing Phase While On Hold (Internal/Outbound Call)

The following graphic and table describe the connection establishing phase (internal/outbound call).



Connection-Establishing Phase While On Hold (Internal/ Outbound Call)

PARTY A	PARTY B
Call to B	
EventDialing ConnID **1** ThisDN **A** ThisDNRole **Origination** OtherDN **B** OtherDNRole **Destination** CallState **OK**	**EventRinging** ConnID **1** ThisDN **B** ThisDNRole **Destination** OtherDN **A** OtherDNRole **Origination** CallState **OK**
Hold	
EventHeld ConnID **1**	

PARTY A	PARTY B
ThisDN **A** OtherDN **B**	
	Answer
EventEstablished ConnID **1** ThisDN **A** OtherDN **B**	**EventEstablished** ConnID **1** ThisDN **B** OtherDN **A**
Retrieve	
EventRetrieved ConnID **1** ThisDN **A** OtherDN **B** CallState **OK**	