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Genesys Events and Models Reference

Call-Handling and Transfer/Conference Events

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Call-Handling and Transfer/Conference Events

EventDialing

Description

An attempt to make a call on behalf of the telephony object specified by ThisDN is in progress.

Contents

Event Attribute	Type
AgentID	Optional
ANI	Optional
CallHistory	Optional
CallID	Mandatory
CallType ^a	Mandatory
ConnID	Mandatory
CustomerID	Optional
DNIS	Optional
Event	Mandatory
Extensions	Optional
NetworkCallID	Optional
NetworkNodeID	Optional
OtherDN ^b	Optional
OtherDNRole ^b	Optional
OtherQueue	Optional
OtherTrunk	Optional
PreviousConnID ^c	Optional
Reasons	Optional
ReferenceID	Optional
Server	Mandatory
ThisDN	Mandatory
ThisDNRole	Mandatory

Event Attribute	Type
ThisQueue ^d	Optional
time	Mandatory
TransferredNetworkCallID	Optional
TransferredNetworkNodeID	Optional
UserData	Optional

- a. CallType may be Unknown.
- b. OtherDN may be either a dialed number or not present if T-Server has no information about the other party. OtherDNRole appears if the attribute OtherDN is present.
- c. PreviousConnID must appear if the value of CallType is Consult.
- d. ThisQueue must appear in predictive dialing and be equal to ThisDN.

Examples

See the example after [EventRinging](#).

EventRinging

Description

A call has been delivered to the telephony object specified by ThisDN.

Contents

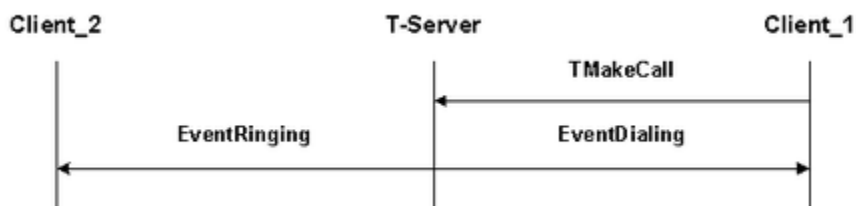
Event Attribute	Type
AgentID	Optional
ANI	Optional
CallHistory	Optional
CallID	Mandatory
CallState	Mandatory
CallType	Mandatory
Cause	Optional
ConnID	Mandatory
CollectedDigits	Optional
CustomerID	Optional
DNIS	Optional
Event	Mandatory
Extensions	Optional
NetworkCallID	Optional

Event Attribute	Type
NetworkNodeID	Optional
OtherDN	Optional
OtherDNRole	Optional
OtherQueue	Optional
OtherTrunk	Optional
PreviousConnID ^a	Optional
Reasons	Optional
ReferenceID	Optional
Server	Mandatory
ThisDN	Mandatory
ThisDNRole	Mandatory
ThirdPartyDN	Optional
ThisQueue ^b	Optional
time	Mandatory
TransferredNetworkCallID	Optional
TransferredNetworkNodeID	Optional
UserData	Optional

a. The attribute must appear if the value of CallType is Consult.

b. The attribute must appear in case of an ACD call.

Example



EventRinging Feature Example

EventEstablished

Description

For the application associated with the calling party: the telephony object specified by OtherDN has answered (either the calling party answered or the switch simulated an answer if option auto-answer is set on the switch) and the connection has been established. For the application associated with the called party: the call associated with ConnID has been established.

Contents

Event Attribute	Type
Event	Mandatory
Server	Mandatory
CustomerID	Optional
ReferenceID	Optional
ConnID	Mandatory
PreviousConnID ^a	Optional
CallID	Mandatory
CollectedDigits	Optional
CallHistory	Optional
CallType	Mandatory
CallState	Optional
AgentID	Optional
ThisDN	Mandatory
ThisQueue	Optional
ThisDNRole	Mandatory
NetworkCallID	Optional
NetworkNodeID	Optional
OtherDN	Optional
OtherTrunk	Optional
OtherQueue	Optional
OtherDNRole	Optional
DNIS	Optional
ANI	Optional
UserData	Optional
Reasons	Optional
Extensions	Optional
time	Mandatory
TransferredNetworkCallID	Optional
TransferredNetworkNodeID	Optional

a. The attribute must appear if the value of CallType is Consult.

EventAbandoned

Description

The caller abandoned the call before it was answered.

Contents

Event Attribute	Type
ANI	Optional
CallHistory	Optional
CallID	Mandatory
CallState	Mandatory
CallType	Mandatory
ConnID	Mandatory
CustomerID	Optional
DNIS	Optional
Event	Mandatory
Extensions	Optional
PreviousConnID ^a	Optional
NetworkCallID	Optional
NetworkNodeID	Optional
OtherDN	Optional
OtherDNRole	Optional
OtherQueue	Optional
OtherTrunk	Optional
Server	Mandatory
ThisDN	Mandatory
ThisDNRole	Mandatory
ThisQueue ^b	Optional
ThisTrunk	Optional
time	Mandatory
TransferredNetworkCallID	Optional
TransferredNetworkNodeID	Optional
UserData	Optional

a. The attribute must appear if the value of CallType is Consult.

b. The attribute must appear in case of an ACD call.

EventDestinationBusy

Description

The called party specified by OtherDN is busy with another call.

Contents

Event Attribute	Type
ANI	Optional
CallHistory	Optional
CallID	Mandatory
CallState ^a	Optional
CallType	Mandatory
ConnID	Mandatory
CustomerID	Optional
DNIS	Optional
Event	Mandatory
Extensions	Optional
NetworkCallID	Optional
NetworkNodeID	Optional
OtherDN	Optional
OtherQueue	Optional
OtherTrunk	Optional
PreviousConnID ^b	Optional
Server	Mandatory
ThisDN	Mandatory
ThisDNRole	Mandatory
ThisQueue	Optional
time	Mandatory
TransferredNetworkCallID	Optional
TransferredNetworkNodeID	Optional
UserData	Optional

a. For scenarios initiated with RequestMakeCall, this attribute may have values that clarify the reason for the destination being busy, for instance CallStateSitInvalidNum.

b. The attribute must appear if the value of CallType is Consult.

EventDiverged

Description

The call has been diverted from the queue to another telephony object.

Contents

Event Attribute	Type
CallHistory	Optional
CallID	Mandatory
CallState	Mandatory
CallType	Mandatory
ConnID	Mandatory
CollectedDigits	Optional
CustomerID	Optional
Event	Mandatory
Extensions	Optional
NetworkCallID	Optional
NetworkNodeID	Optional
OtherDN	Optional
OtherDNRole	Optional
OtherQueue	Optional
OtherTrunk	Optional
PreviousConnID ^a	Optional
Server	Mandatory
ThirdPartyDN ^b	Optional
ThirdPartyDNRole	Optional
ThirdPartyQueue ^b	Optional
ThisDN ^c	Mandatory
ThisDNRole	Mandatory
ThisQueue	Mandatory
ThisTrunk	Optional
time	Mandatory
TransferredNetworkCallID	Optional
TransferredNetworkNodeID	Optional
UserData	Optional

- a. The attribute must appear if the value of `CallType` is `Consult`.
- b. Attributes must be present if the value of `CallState` is `Redirected`. (See [Redirect-Call Service](#).) In all other call scenarios, `ThirdPartyDN` must be present only if such information is provided by a CTI link.
- c. These attributes must be equal.

EventHeld

Description

The call has been placed on hold.

Contents

Event Attribute	Type
AgentID	Optional
ANI	Optional
CallHistory	Optional
CallID	Mandatory
CallType	Mandatory
ConnID	Mandatory
CustomerID	Optional
DNIS	Optional
Event	Mandatory
Extensions	Optional
NetworkCallID	Optional
NetworkNodeID	Optional
OtherDN	Optional
OtherDNRole	Optional
OtherQueue	Optional
OtherTrunk	Optional
PreviousConnID ^a	Optional
Reasons	Optional
ReferenceID	Optional
Server	Mandatory
ThisDN	Mandatory
ThisDNRole	Mandatory
ThisQueue	Optional
time	Mandatory

Event Attribute	Type
TransferredNetworkCallID	Optional
TransferredNetworkNodeID	Optional
UserData	Optional

a. The attribute must appear if the value of CallType is Consult.

EventNetworkReached

Description

The call has reached the public network interface.

Contents

Event Attribute	Type
ANI	Optional
CallHistory	Optional
CallID	Mandatory
CallType	Mandatory
ConnID	Mandatory
CustomerID	Optional
DNIS	Optional
Event	Mandatory
Extensions	Optional
NetworkCallID	Optional
NetworkNodeID	Optional
OtherDN	Optional
OtherDNRole	Optional
OtherTrunk	Optional
PreviousConnID ^a	Optional
Server	Mandatory
ThisDN	Mandatory
ThisDNRole	Mandatory
ThisTrunk	Optional
time	Mandatory
TransferredNetworkCallID	Optional
TransferredNetworkNodeID	Optional

Event Attribute	Type
UserData	Optional

a. The attribute must appear if the value of `CallType` is `Consult`.

EventPartyAdded

Description

One or more parties has been added to the call as a result of a conference.

If only one party is added (as in the case of a simple conference call), the corresponding telephony object is specified in `OtherDN`.

If more than one party is added, then the corresponding telephony objects are specified in one of the following ways (depending on a particular T-Server):

- If a single `EventPartyAdded` message, the following keys are specified in the `Extensions` attribute:
 - `NumOfConsultDNs` key—The number of added parties.
 - `ConsultDN-k` keys—The directory number of the *k*-th added party.
- If multiple `EventPartyAdded` messages, one for each party on the consultation call joining the main call, the corresponding telephony object is specified in `OtherDN`.

Contents

Event Attribute	Type
AgentID	Optional
ANI	Optional
CallHistory	Optional
CallState	Optional
CallType	Mandatory
ConnID	Mandatory
CustomerID	Optional
DNIS	Optional
Event	Mandatory
Extensions	Optional
NetworkCallID	Optional
NetworkNodeID	Optional
OtherDN	Optional
OtherDNRole	Optional

Event Attribute	Type
OtherQueue	Optional
OtherTrunk	Optional
Server	Mandatory
ThirdPartyDN ^a	Mandatory
ThirdPartyDNRole ^a	Mandatory
ThisDN	Mandatory
ThisDNRole	Mandatory
ThisQueue	Optional
ThisTrunk	Optional
time	Mandatory
TransferredNetworkCallID	Optional
TransferredNetworkNodeID	Optional
UserData	Optional

a. This attribute is not present if the switch does not distribute it to T-Server.

EventPartyChanged

Description

The telephony object specified by OtherDN has replaced the telephony object specified by OtherDN in the previously received event; or the PreviousConnID of the call has been given a new value, ConnID.

Contents

Event Attribute	Type
AgentID	Optional
ANI	Optional
CallHistory	Optional
CallID	Mandatory
CallState ^{a, d}	Mandatory
CallType	Mandatory
ConnID	Mandatory
CustomerID	Optional
DNIS	Optional
Event	Mandatory

Event Attribute	Type
Extensions	Optional
NetworkCallID	Optional
NetworkNodeID	Optional
OtherDN ^b	Optional
OtherDNRole ^b	Optional
OtherTrunk ^b	Optional
PreviousConnID	Mandatory
Server	Mandatory
ThirdParty ^c	Mandatory
ThirdPartyDNRole ^b	Mandatory
ThisDN	Mandatory
ThisDNRole	Mandatory
ThisQueue	Optional
ThisTrunk	Optional
time	Mandatory
TransferredNetworkCallID	Optional
TransferredNetworkNodeID	Optional
UserData	Optional

a. The value can be either Transferred or Conferenced. For more information, see [Call Models and Flows](#).

b. The attribute must not appear if the CallState is Conferenced.

c. This attribute is not present if the switch does not distribute it to T-Server.

d. The value can be 0K in SIP Server in multi-site transfers and conferences. For more information, see [Special case: Multi-site ISCC Transfers and Conferences](#).

EventPartyDeleted

Description

The telephony object specified by OtherDN has been deleted from the conference call in question.

Contents

Event Attribute	Type
AgentID	Optional
ANI	Optional
CallHistory	Optional

Event Attribute	Type
CallID	Mandatory
CallState ^a	Mandatory
CallType	Mandatory
ConnID	Mandatory
CustomerID	Optional
DNIS	Optional
Event	Mandatory
Extensions	Optional
NetworkCallID	Optional
NetworkNodeID	Optional
OtherDN	Optional
OtherDNRole	Optional
OtherQueue	Optional
OtherTrunk	Optional
Reasons	Optional
ReferenceID	Optional
Server	Mandatory
ThirdPartyDN	Optional
ThirdPartyDNRole	Optional
ThisDN	Mandatory
ThisDNRole	Mandatory
ThisQueue	Optional
ThisTrunk	Optional
time	Mandatory
TransferredNetworkCallID	Optional
TransferredNetworkNodeID	Optional
UserData	Optional

a. The attribute indicates whether a call is still considered as a conference (that is, the number of parties in the call is more than two).

EventQueued

Description

The call has been queued in the ACD group specified by `ThisQueue`.

Contents

Event Attribute	Type
AgentID	Optional
ANI	Optional
CallHistory	Optional
CallID	Mandatory
CallState	Optional
CallType	Mandatory
CollectedDigits	Optional
ConnID	Mandatory
CustomerID	Optional
DNIS	Optional
Event	Mandatory
Extensions	Optional
LastCollectedDigit	Optional
NetworkCallID	Optional
NetworkNodeID	Optional
OtherDN	Optional
OtherDNRole	Optional
OtherQueue	Optional
OtherTrunk	Optional
PreviousConnID ^a	Optional
Server	Mandatory
ThisDN ^b	Mandatory
ThisDNRole	Mandatory
ThirdPartyDN	Optional
ThisQueueb	Mandatory
ThisTrunk	Optional
time	Mandatory
TransferredNetworkCallID	Optional
TransferredNetworkNodeID	Optional
UserData	Optional

a. The attribute must appear if the value of CallType is Consult.

b. These attributes must be equal.

EventBridged

Description

Used in situations where Coverage Path is available or bridged calls can be handled. EventBridged indicates an extension, besides the one pointed to by ThisDN, has picked up the call, and that the telephony object specified by ThisDN is no longer ringing (although it still can pick up the call, establishing a three-way conversation).

EventBridged is used to describe a state where the call is neither ringing nor established. The nature of a bridge is such that it is possible for a call to move to a bridged state even after it has been released. Because of this, only calls released through CTI will be detected as moving into the bridged state. If a client issues a `RequestReleaseCall()` on a bridged call with two or more active bridged or bridging parties, `EventReleased`, with `CallState = CallStateBridged`, follows for the releasing party; the releasing party then receives `EventBridged`. At this point, a client may issue a `RequestAnswerCall()` to activate the call. If the client does this, `EventEstablished` follows.

Notes:

- Currently, T-Server does not fully support placing a bridged or bridging call on hold when there is only one active bridge. If a client attempts to place such a call on hold, T-Server does not reflect the held state of all members.
- Transferring and conferencing a bridged or bridging call currently works only when there is no more than one active bridge member.
- There may be cases where a call is made from a bridged DN to the principle extension on the bridge. In such an instance, the dialing and ringing between two DN's on the same bridge is happening within the context of a single call. While such a circumstance is supported, the bridged appearance of the call should be ignored and not used.

Contents

Event Attribute	Type
Event	Mandatory
Server	Mandatory
CustomerID	Optional
ConnID	Mandatory
PreviousConnID ^a	Optional
CallID	Mandatory
CollectedDigits	Optional
CallHistory	Optional
CallType	Mandatory
CallState ^b	Optional
AgentID	Optional
ThisDN	Mandatory

Event Attribute	Type
ThisQueue ^c	Optional
ThisDNRole	Mandatory
NetworkCallID	Optional
NetworkNodeID	Optional
OtherDN ^b	Optional
OtherTrunk ^b	Optional
OtherQueue	Optional
OtherDNRoleb	Optional
DNIS	Optional
ANI	Optional
UserData	Optional
Extensions	Optional
time	Mandatory
TransferredNetworkCallID	Optional
TransferredNetworkNodeID	Optional

a. The attribute must appear if the value of CallType is Consult.

b. For the Avaya Communication Manager only: In a Coverage Path scenario, the second party that has answered a call must receive CallState=Conferenced, but does not receive information about the other party (OtherDN = NULL). See [Call Models and Flows](#).

c. The attribute must appear in case of an ACD call.

EventReleased

Description

The telephony object specified by ThisDN has disconnected or has been dropped from the call.

Contents

Event Attribute	Type
AgentID	Optional
ANI	Optional
CallHistory	Optional
CallID	Mandatory
CallState	Mandatory
Cause	Optional
CallType	Mandatory

Event Attribute	Type
ConnID	Mandatory
CollectedDigits	Optional
CustomerID	Optional
DNIS	Optional
Event	Mandatory
Extensions	Optional
NetworkCallID	Optional
NetworkNodeID	Optional
OtherDN ^a	Optional
OtherDNRole ^a	Optional
OtherQueue ^a	Optional
OtherTrunk ^a	Optional
PreviousConnID ^b	Optional
Reasons	Optional
ReferenceID	Optional
Server	Mandatory
ThirdPartyDN ^c	Optional
ThisDN	Mandatory
ThisDNRole	Mandatory
ThisQueue	Optional
ThisTrunk	Optional
time	Mandatory
TransferredNetworkCallID	Optional
TransferredNetworkNodeID	Optional
UserData	Optional

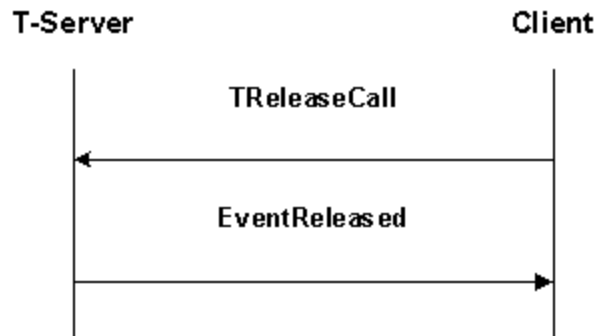
a. This attribute does not appear if the release is from a conference. In all other call scenarios, the attribute must be present only if such information is provided by a CTI link.

b. The attribute must appear if the value of `CallType` is `Consult`.

c. The appearance of `ThirdPartyDN` depends on the following conditions:

- If information about the new destination is available from the switch at the moment when `EventReleased` is generated, then `ThirdPartyDN` is mandatory. Or, if T-Server has initiated a single-step transfer, redirection, or previously set the forwarding target, this attribute is also mandatory.
- If a call has gone through a single-step transfer, been redirected, or forwarded by another application (not the T-Server in question), this attribute is absent.

Example



EventReleased Feature Example

For more information, refer to [Call Models and Flows](#).

EventRetrieved

Description

The call has been retrieved from hold.

Contents

Event Attribute	Type
AgentID	Optional
ANI	Optional
CallHistory	Optional
CallID	Mandatory
CallState	Mandatory
CallType	Mandatory
ConnID	Mandatory
CustomerID	Optional
DNIS	Optional
Event	Mandatory
Extensions	Optional
OtherDN ^a	Optional
OtherDNRole ^a	Optional
OtherQueue ^a	Optional

Event Attribute	Type
OtherTrunk ^a	Optional
NetworkCallID	Optional
NetworkNodeID	Optional
Reasons	Optional
ReferenceID	Optional
Server	Mandatory
ThisDN	Mandatory
ThisDNRole ^b	Mandatory
ThisQueue ^c	Optional
ThisTrunk	Optional
time	Mandatory
TransferredNetworkCallID	Optional
TransferredNetworkNodeID	Optional
UserData	Optional

a. In all call scenarios, this attribute must be present only if the information is provided by a CTI link.

b. The value here is the same as that for the events preceding EventRetrieved (EventEstablished and EventRinging) for the same call.

c. The value here is the same as that for the events preceding EventRetrieved (EventEstablished and EventRinging) for the same call. (For non-ACD calls, ThisQueue is not reported.)