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# Genesys Events and Models Reference

Call-Routing Events

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# Call-Routing Events

## EventRouteRequest

### Description

The call has been placed on the routing point specified by ThisDN, and the switch is waiting for routing instructions.

### Contents

| Event Attribute             | Type      |
|-----------------------------|-----------|
| ANI                         | Optional  |
| CallHistory                 | Optional  |
| CallID                      | Mandatory |
| 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 <sup>a</sup> | Optional  |
| Server                      | Mandatory |
| ThisDN <sup>b</sup>         | Mandatory |
| ThisQueue <sup>b</sup>      | Mandatory |
| ThisTrunk                   | Optional  |
| ThirdPartyDN                | Optional  |
| time                        | Mandatory |

| Event Attribute          | Type     |
|--------------------------|----------|
| TransferredNetworkCallID | Optional |
| TransferredNetworkNodeID | Optional |
| UserData                 | Optional |

- a. The PreviousConnID attribute must appear if a call with CallType=Consult has been placed on a routing point.
- b. ThisDN and ThisQueue attributes must have equal values.

## Examples

See [EventRegistered](#) and the figure [EventRouteRequest and EventRouteUsed Feature, Example 1](#).

## EventRouteUsed

### Description

The call has been routed as requested in the function TRouteCall() or has been default routed by the switch after the routing timeout has expired (that is, there was no routing instruction from the computer domain within the specified timeout).

### Contents

| Event Attribute           | Type      |
|---------------------------|-----------|
| ANI                       | Optional  |
| CallHistory               | Optional  |
| CallID                    | Mandatory |
| CallState                 | Optional  |
| CallType                  | Mandatory |
| ConnID                    | Mandatory |
| CustomerID                | Optional  |
| DNIS                      | Optional  |
| Event                     | Mandatory |
| Extensions                | Optional  |
| NetworkCallID             | Optional  |
| NetworkNodeID             | Optional  |
| Reasons                   | Optional  |
| ReferenceID               | Optional  |
| Server                    | Mandatory |
| ThirdPartyDN <sup>a</sup> | Optional  |

| Event Attribute                | Type      |
|--------------------------------|-----------|
| OtherDN <sup>b</sup>           | Optional  |
| ThirdPartyDNRole = Destination | Optional  |
| ThisDN <sup>c</sup>            | Mandatory |
| ThisQueue <sup>c</sup>         | Mandatory |
| ThisTrunk                      | Optional  |
| time                           | Mandatory |
| TransferredNetworkCallID       | Optional  |
| TransferredNetworkNodeID       | Optional  |
| UserData                       | Optional  |

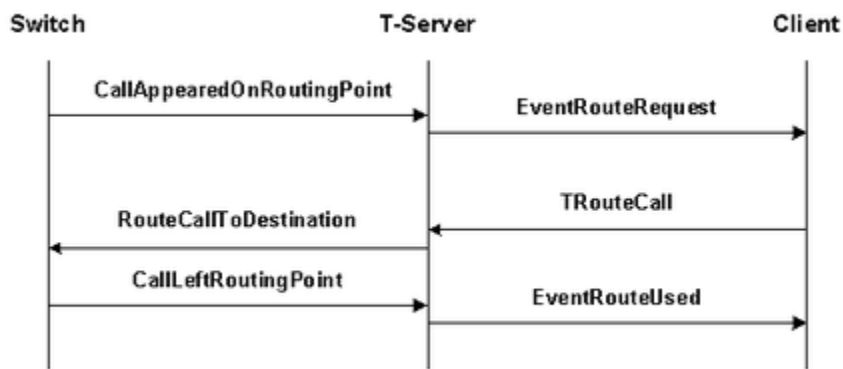
a. This attribute specifies the destination DN or dialing number. It is:

- Mandatory if routing was done by URS (or another routing application connected to T-Server).
- Absent if the call was rejected. Optional in other cases.

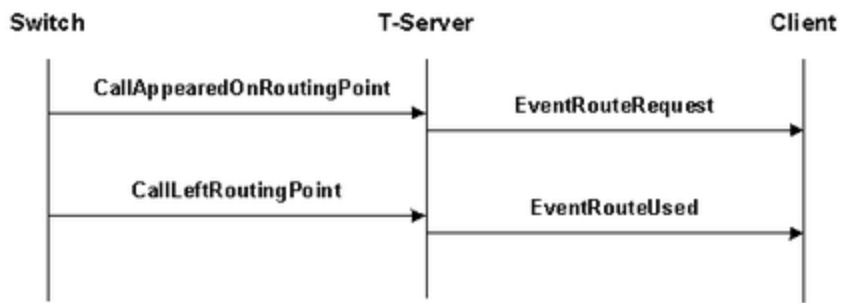
b. The OtherDN attribute is used to specify the target party when the forward feature is in progress.

c. These attributes must be equal.

## Example



EventRouteRequest and EventRouteUsed Feature, Example 1



EventRouteRequest and EventRouteUsed Feature, Example 2 (if the Routing Timeout Expires Before the TRouteCall Request Generated by Computer Domain [Interaction Router])