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Genesys Events and Models Reference

Call-Treatment Events

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Call-Treatment Events

EventTreatmentApplied

Description

The call has been treated, and the Treatment Device (TD) is processing the treatment instruction.

Contents

Event Attribute	Type
CallID	Mandatory
CallType	Mandatory
ConnID	Mandatory
CustomerID	Mandatory
Event	Mandatory
Extensions	Mandatory
NetworkCallID	Optional
NetworkNodeID	Optional
Reasons	Optional
ReferenceID	Optional
Server	Mandatory
ThisDN	Mandatory
ThisDNRole	Mandatory
time	Mandatory
TransferConnID	Optional
TransferredNetworkCallID	Optional
TransferredNetworkNodeID	Optional
TreatmentParameters	Optional
TreatmentType	Mandatory
UserData	Optional

EventTreatmentEnd

Description

The call has been treated and the Treatment Device (TD) is waiting for another instruction.

Important

This event does not appear in cases of continuing treatments like Silence or RingBack.

Contents

Event Attribute	Type
CallID	Mandatory
CallType	Mandatory
CollectedDigits ^a	Optional
ConnID	Mandatory
CustomerID	Mandatory
Event	Mandatory
Extensions ^b	Optional
LastCollectedDigit ^a	Optional
NetworkCallID	Optional
NetworkNodeID	Optional
Reasons	Optional
ReferenceID	Optional
Server	Mandatory
ThisDN	Mandatory
time	Mandatory
TransferConnID	Optional
TransferredNetworkCallID	Optional
TransferredNetworkNodeID	Optional
TreatmentParameters	Optional
TreatmentType	Mandatory
UserData	Optional

a. The attributes are present if TreatmentType is either CollectDigits or PlayAnnouncementAndCollectDigits.

b. The following key-value pairs are set for all Treatment Types, except in the case of the Nortel

Communication Server 2000/2100:

- For all Treatment Types where an announcement was played, INTERRUPTED is set to:
 - NO, if the announcement was not interrupted.
 - KEYPAD, if it was interrupted by keypad entry.
 - VOICE, if it was interrupted by the caller speaking something.
- For all Treatment Types where digits are to be collected from the caller, COMPLETION_STATUS is set to:
 - NORMAL, if the treatment completed normally (optional).
 - TIMEOUT, if the digit collection timed out before all required digits could be collected.
 - CANCELLED, if the treatment was cancelled by a request from router.
- For TreatmentType=DigitsVerification only, the following key-value pairs apply:
 - VERIFICATION_STATUS (the result of digits verification) is set to 1 if verification succeed, 0 if it did not.
 - ATTEMPTS is set to the number of digit-collection attempts made.
- For TreatmentType=RecordUserAnnouncement, the following key-value pair applies:
 - USER_ANN_ID is set to the message identifier, an integer, recorded by the user specified with USER_ID.

EventTreatmentNotApplied

Description

The call has not been treated for some reason. The reason is returned in ErrorCode and ErrorMessage parameters.

Contents

Event Attribute	Type
CallID	Mandatory
CallType	Mandatory
ConnID	Mandatory
CustomerID	Mandatory
ErrorCode	Mandatory
ErrorMessage	Optional
Event	Mandatory
Extensions	Optional
NetworkCallID	Optional
NetworkNodeID	Optional

Event Attribute	Type
Reasons	Optional
ReferenceID	Mandatory
Server	Mandatory
ThisDN	Mandatory
time	Mandatory
TransferConnID	Optional
TransferredNetworkCallID	Optional
TransferredNetworkNodeID	Optional
TreatmentParameters	Optional
TreatmentType	Mandatory
UserData	Optional

EventTreatmentRequired

Description

A call has been placed to a treatment device port specified by ThisDN, and the switch or the treatment device is waiting for treatment instructions.

Contents

Event Attribute	Type
ANI	Optional
CallID	Mandatory
ConnID	Mandatory
CustomerID	Optional
DNIS	Mandatory
Event	Mandatory
Extensions	Optional
Server	Mandatory
ThisDN	Mandatory
time	Mandatory
UserData	Optional