Genesys Events and Models Reference

Event Attributes

4/10/2025

Event Attributes

Contents

This section describes the attributes that make up each event.

AccessNumber

A pointer to a number by dialing which a client application from the specified switch can reach a specific external routing point (`ThisDN`).

AgentID

This parameter uniquely identifies the ACD agent. For more information, refer to the type `AgentID` in your API reference.

ANI

Automatic Number Identification. Indicates the telephony-company charge number.

CallHistory

Information about transferring/routing of the call through a multi-site contact center network. For more information, refer to the type `CallHistoryInfo` in your API reference. Typically used to keep track of a call in multi-site contact centers.

CallID

This attribute contains the call identification provided by the switch, which uniquely identifies a call. As opposed to `ConnID` assigned by T-Server, `CallID` is created by the switch when the incoming call arrives, or when agent/system out-dial calls are created. The attribute must be present if the switch generates and distributes the corresponding parameter to T-Server. (`CallID` is zero as long as the switch does not provide that information to T-Server.) For more information, refer to the type `CallID` in your API reference.

CallingLineName (Obsolete)

A pointer to the name of the person associated with the directory number from where the inbound call in question has been made. It can be distributed by an originating switch through an ISDN trunk only.

CallState

The current status of the call the event relates to. For more information, refer to the type `CallState` in your API reference.

CallType

The type of the call in question. For more information, refer to the type `CallType` in your API reference.

Capabilities

Switch-specific mask specifying the set of requests and events that this T-Server can handle.

Cause

For network calls, the reason for transitions to certain states—`Routing` and `NoParty`. (This helps clarify delivery failure, such as `Busy` or `NoAnswer`.)

CLID (Obsolete)

Calling Line Identifier. The directory number from where the inbound call was made.

CollectedDigits

A pointer to the digits that have been collected from the calling party.

ConnID

A current connection identifier of the call to which this event relates.

Connection ID Structure

Byte	Bits							
	0	**1**	**2**	**3**	**4**	**5**	**6**	**7**
0	Reserved		Global Server Identifier					
1	Global Server Identifier							
2	Local Connection Identifier							
3	Local Connection Identifier							
4	Local Connection Identifier							
5	Local Connection Identifier							
6	Local Connection Identifier							
7	Local Connection Identifier							

ConnID Parameters

Reserved (bits 0 and 1)—Bits reserved for future usage.

Global Server Identifier (bits 2-15)—Unique identifier for this T-Server specified by the `server-id` option. If `server-id` is not specified, the ConnID may not be unique within a multi-site contact center.

Local Connection Identifier (bits 16-63)—Local identifier of the call this event relates to.

For more information, refer to the type `ConnectionID` in your API reference.

CustomerID

A pointer to the string containing the assigned Customer (`Tenant`) identifier through which the processing of the call was initiated. The attribute must be present in every event for a multi-tenant contact center.

DNIS

Directory Number Information Service. The directory number to where the inbound call has been made.

ErrorCode

This attribute contains a value that indicates why a client request failed.

ErrorMessage

A pointer to the character string containing additional information about an error.

Event

The event identifier. For more information, refer to the type `MessageType` in your API reference.

Extensions

A pointer to an additional data structure that takes into account switch-specific features that cannot be described by the other parameters in an event or a request. Extensions that are specific to particular events are noted with their event information in the T-Library Events section. Some extensions for requests, however, are applicable to all T-Servers, and permit tuning of T-Server operations.

FileHandle

The handle of the voice file in question. For more information, refer to the type `File` in your API reference.

HomeLocation

A pointer to the name of the host where T-Server is running.

InfoStatus

The `InfoType` information about the telephony object specified by `ThisDN` and/or `ThisQueue`.

InfoType

The type of information about the telephony object in question.

LastCollectedDigit

The last digit collected from the calling party.

Location

The remote location's name, in the form of
`<Switch Name>`
or
`<T-Server Application Name>@<Switch Name>`
(Switch Name and T-Server Application Name are as defined in the Configuration Layer.)

LocationInfoType

A type of information requested by a client in the `TQueryLocation()` request. For more information, refer to the type `LocationInfoType` in your API reference.

NetworkCallID

In case of network routing, the call identifier assigned by the switch where the call initially arrived.

NetworkCallState

The current status of the network call the event relates to. For more information, refer to the type `NetworkCallState` in your API reference.

NetworkDestDN

The intended destination of the network operation. This may be in the form: `location::DN`.

NetworkDestState

The state of the destination party for a network call.

NetworkNodeID

In case of network routing, the identifier of the switch where the call initially arrived.

NetworkOrigDN

DN of the internal origination party in the form `location::DN`. This attribute is only available for first-party operations, those made on behalf of Agent 1, requested through a premise T-Server.

NetworkPartyRole

The role of a call participant with respect to an in-progress network-transfer request. For the agent who originated the last network-transfer request, the value is `RoleNtwkOrigParty`. For the new destination, the value is `RoleNtwkDestParty`. (Network T-Servers do not send this attribute.)

NodeID

Uniquely identifies a switch within a network.

OtherDN

The directory number of the second most significant telephony object (except an ACD group or trunk group) with respect to the event in question. The application does not have to be registered to this directory number to receive the event in question.

OtherDNRole

The role of the telephony object specified by `OtherDN` in the event in question. For more information, refer to the type `DNRole` in your API reference.

OtherQueue

The directory number of the second most significant ACD group with respect to the event in question.

OtherTrunk

The identifier of the second most significant trunk group with respect to the event in question.

Place

The identifier of the place requested for reservation.

PreviousConnID

This attribute links two associated calls. For example, events related to an original call include the connection ID of a consultation call; events related to a consultation call include the connection ID of the original call. See ConnID.

> **Warning**
>
> When `EventPartyChanged` is generated for the party that is still only involved in an original call (that is, `ConnID` has not been changed during a two-step operation), the `PreviousConnID` attribute is equal to `ConnID` of the original call.

PrivateEvent

The private event identifier. For more information, refer to the type `PrivateMsgType` in your API reference.

Reasons

A pointer to an additional data structure that provides reasons for and results of actions taken by the user of `ThisDN`. Any Reasons attribute that appears in TEvent is taken directly from the corresponding request. (See ReferenceID in Events That Correspond to Requests.) There is no other source for the information found in the content of the Reasons attribute. That is, no Reasons attribute should be expected for an event that is unsolicited. An event with no reference ID has no identifiable request that prompted it. See Persistent Reasons for more information.

(Switch information of a similar nature to this Genesys Reasons attribute is sometimes available, but those switch reasons are passed in the Extensions attribute.)

RefConnID

This attribute identifies the connection ID that results from the merging of two calls.

ReferenceID

ReferenceID is the identifier generated by T-Library or a TSetReferenceID() function call and attached to the request a client sends to T-Server. Every time a client sends a request to T-Server, it uses the current ReferenceID (increasing it by one each time). In response, T-Server generates an event. Only in the response to the client who initiated the request, as acknowledgment that the request has been fulfilled, the resulting event includes the same ReferenceID that was attached to the request. If the request fails, EventError will be sent only to the requestor. The ReferenceID in Events That Correspond to Requests table lists the events in which you will find the ReferenceID corresponding to that found with the request that prompted its assignment initially.

> **Important**
>
> For a limited number of specific requests, as noted in the ReferenceID in Events That Correspond to Requests table, T-Server may send more than one event with the same ReferenceID.

ReferenceID in Events That Correspond to Requests

Request	Event
General Requests	
TOpenServer	Not Applicable
TOpenServerEx	Not Applicable
TDispatch	Not Applicable
TCloseServer	Not Applicable
TScanServer	Not Applicable
TScanServerEx	Not Applicable
TSetInputMask	EventACK
Registration Requests	
TRegisterAddress [a]	EventRegistered
TUnregisterAddress [a]	EventUnregistered
Call-Handling Requests	
TAnswerCall	EventEstablished
TClearCall	EventReleased
THoldCall	EventHeld
TMakeCall [b]	EventDialing
TMakePredictiveCall	EventDialing
TReleaseCall	EventReleased
TRetrieveCall	EventRetrieved
TRedirectCall	EventReleased
Transfer/Conference Requests	
TInitiateConference [b]	EventDialing
TInitiateTransfer [b]	EventDialing
TCompleteConference	EventReleased
TCompleteTransfer	First arriving EventReleased
TDeleteFromConference	EventPartyDeleted or EventReleased
TReconnectCall	EventRetrieved
TMergeCalls	EventReleased
TMuteTransfer [b]	EventDialing
TAlternateCall	EventHeld
TSingleStepConference	EventPartyAdded or EventRinging
TSingleStepTransferb	EventReleased

Request	Event
Network Transfer/Conference Requests	
TNetworkConsult	EventNetworkCallStatus
TNetworkAlternate	EventNetworkCallStatus
TNetworkTransfer	EventNetworkCallStatus
TNetworkMerge	EventNetworkCallStatus
TNetworkReconnect	EventNetworkCallStatus
TNetworkSingleStepTransfer	EventNetworkCallStatus
TNetworkPrivateService	EventNetworkPrivateInfo
Call-Routing Requests	
TRouteCall [b]	EventRouteUsed
Call-Treatment Requests	
TApplyTreatment	EventTreatmentApplied+ EventTreatmentEnd or EventTreatmentNotApplied
TGiveMusicTreatment	EventTreatmentApplied
TGiveRingBackTreatment	EventTreatmentApplied
TGiveSilenceTreatment	EventTreatmentApplied
DTMF Requests	
TCollectDigits	EventDigitsCollected
TSendDTMF	EventDTMFSent
Voice-Mail Requests	
TOpenVoiceFile	EventVoiceFileOpened
TCloseVoiceFile	EventVoiceFileClosed
TLoginMailBox	EventMailBoxLogin
TLogoutMailBox	EventMailBoxLogout
TPlayVoice	EventVoiceFileEndPlay
Agent and DN Feature Requests	
TAgentLogin	EventAgentLogin
TAgentLogout	EventAgentLogout or EventQueueLogout
TAgentSetReady	EventAgentReady
TAgentSetNotReady	EventAgentNotReady
TCallSetForward	EventForwardSet

Request	Event
TCallCancelForward	EventForwardCancel
TMonitorNextCall	EventMonitoringNextCall
TCancelMonitoring	EventMonitoringCancelled
TSetMuteOff	EventMuteOff
TSetMuteOn	EventMuteOn
TListenDisconnect	EventListenDisconnected
TListenReconnect	EventListenReconnected
TSetDNDOn	EventDNDOn
TSetDNDOff	EventDNDOff
TSetMessageWaitingOn	EventMessageWaitingOn
TSetMessageWaitingOff	EventMessageWaitingOff
Query Requests	
TQueryAddress [a]	EventAddressInfo
TQueryCall [a]	EventPartyInfo
TQueryLocation [a]	EventLocationInfo
TQueryServer [a]	EventServerInfo
TQuerySwitch [a]	EventSwitchInfo
User-Data Requests	
TAttachUserData	EventAttachedDataChanged
TUpdateUserData	EventAttachedDataChanged
TDeleteUserData	EventAttachedDataChanged
TDeleteAllUserData	EventAttachedDataChanged
ISCC Requests	
TGetAccessNumber [b]	EventAnswerAccessNumber
TCancelReqGetAccessNumber	EventReqAccessNumberCanceled
Special Requests	
TReserveAgent	EventAgentReserved
TSendUserEvent	EventACK
TSendEvent	EventACK
TSendEventEx	EventACK
TSetCallAttributes	EventCallInfoChanged
TPrivateService	EventPrivateInfo or EventAck

a. Only the requestor will receive a notification of the event associated with this request.
b. Since this feature request may be made across locations in a multi-site environment, if the location attribute of the request contains a value relating to any location other than the local site, except when the response to this request is `EventError`, there will be a second event response that contains the same reference ID as the first event. This second event will be either `EventRemoteConnectionSuccess` or `EventRemoteConnectionFailed`. See Extensions for more information on data passed in multi-site environments.

Reliability

Indicates uncertainty with respect to the *reliability* of an event. For more information, see `Reliability` in your API reference.

RouteType

The type of routing to be applied to the telephony object in question. For more information, refer to the type `RouteType` in your API reference.

XRouteType

The type of routing between T-Servers to be applied to the telephony object in question. For more information, refer to the type `XRouteType` in your API reference.

Server

A local server handle to the T-Server in question. In other words, a unique identifier assigned by T-Library to the connection between a client and T-Server. For more information, refer to the type `TServer` in your API reference.

ServerRole

Specifies the Role of T-Server. For more information, refer to the type `ServerRole` in your API reference.

ServerVersion

The version (release) number of the running T-Server, for example, `7.2.000.02`.

SessionID

A unique session identifier generated by T-Server.

SubscriptionID

A unique subscription identifier generated by T-Server on the creation of a new transaction monitoring subscription.

ThirdPartyDN

The directory number of the third most significant telephony object (except an ACD group or trunk group) with respect to the event in question. The application does not have to be registered to this directory number to receive the event in question.

ThirdPartyDNRole

The role of the telephony object specified by `ThirdPartyDN` in the event in question. For more information, refer to the type `DNRole` in your API reference.

ThirdPartyQueue

The directory number of the third most significant ACD group with respect to the event in question.

ThirdPartyTrunk

The identifier of the third most significant trunk group with respect to the event in question.

ThisDN

The directory number of the most significant telephony object (except an ACD group or trunk group) with respect to the event in question. The application must be registered to this directory number to receive the event in question.

ThisDNRole

The role of the telephony object specified by `ThisDN` in the event in question. For more information, refer to the type `DNRole` in your API reference.

ThisQueue

The directory number of the most significant ACD group with respect to the event in question.

ThisTrunk

The identifier of the most significant trunk with respect to the event in question.

time

The structure specifies event generation time that is expressed in elapsed seconds and microseconds since `00:00 GMT, January 1, 1970` (zero hour). For more information, refer to the type `Time` in your API reference.

TreatmentType

The type of treatment to be applied to the telephony object in question. For more information, refer

to the type `TreatmentType` in your API reference.

UserData

Specifies the pointer to the call-related user data. For more information about user data, refer to the `KVList` section of your API reference.

WorkMode

This attribute indicates the agent/supervisor-related current work mode. For more information, refer to the type `AgentWorkMode` in your API reference.

XReferenceID

The reference number of a `TGetAccessNumber()` function that is called by an application.