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Genesys Events and Models Reference

General Events

4/22/2025

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General Events

EventServerConnected

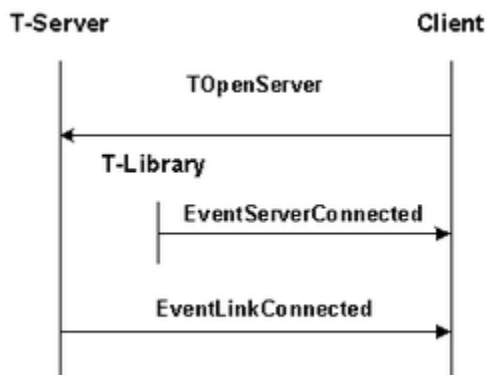
Description

The communication session with the server in question has been opened. This event is generated on the client side and only in asynchronous communication mode.

Contents

Event Attribute	Type
Event	Mandatory
Server	Mandatory
Extensions	Optional

Example



EventServerConnected Feature Example

EventServerDisconnected

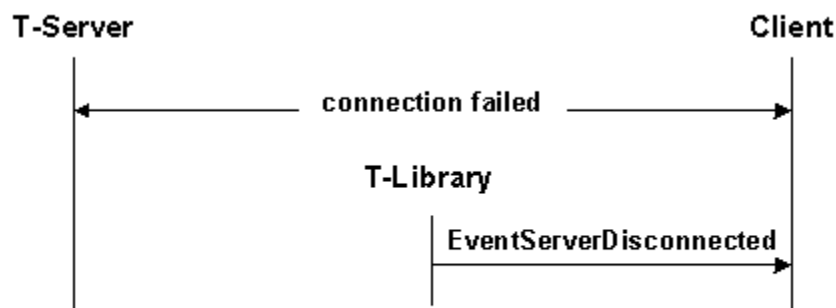
Description

The communication session with the server in question has failed. T-Library generates this event as soon as it recognizes that the connection with T-Server has been lost.

Contents

Event Attribute	Type
Event	Mandatory
Server	Mandatory
Extensions	Optional

Example



EventServerDisconnected Feature Example

EventLinkConnected

Description

This event is generated in two ways: either as a notification that the connection between the switch and T-Server, through the CTI link, has been restored, or as a response to the `TOpenServerEx()` and `TOpenServer()` functions (that is, after connecting to T-Server) to indicate the current CTI-link status.

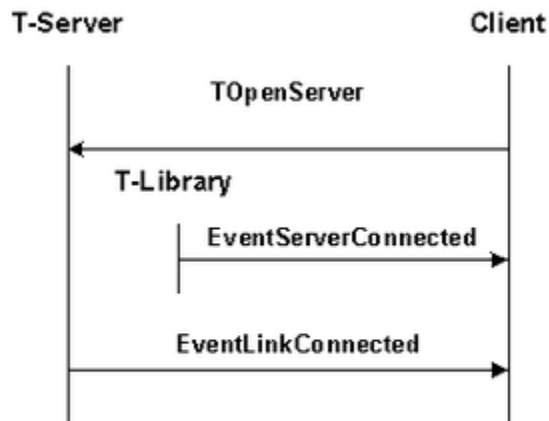
If you are working with a pair of T-Servers with Hot Standby mode in a high-availability environment, this event is also generated during T-Server switchover.

Contents

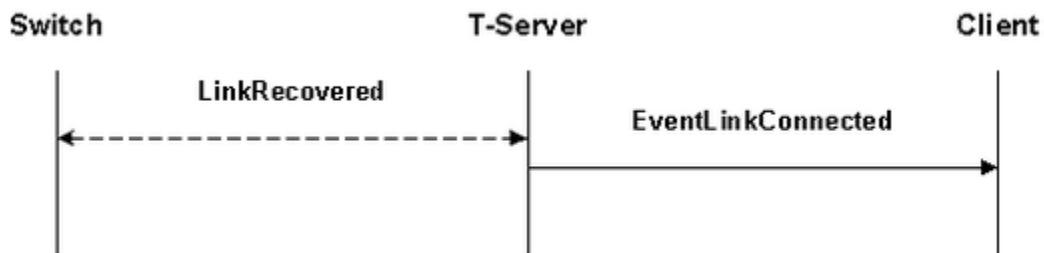
Event Attribute	Type
ApplicationName	Optional
Event	Mandatory
Server	Mandatory
SessionID	Optional

Event Attribute	Type
CustomerID	Optional
time	Mandatory
Extensions	Optional

Examples



EventLinkConnected Feature, Example 1



EventLinkConnected Feature, Example 2

EventLinkDisconnected

Description

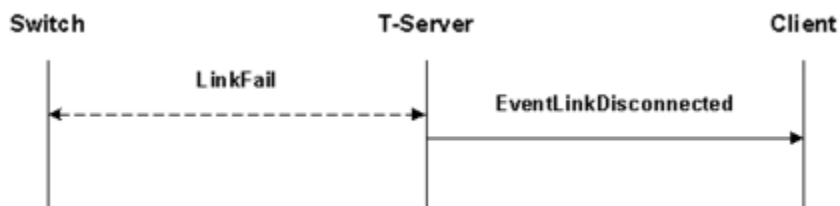
This event is generated as a notification that the connection between the switch and T-Server, through the CTI link, has been severed.

If you are working with a pair of T-Servers with Hot Standby mode in a high-availability environment, this event is also generated during T-Server switchover.

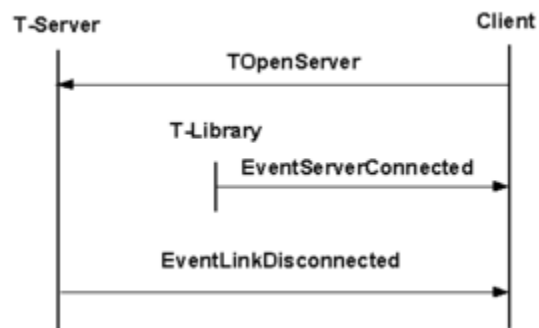
Contents

Event Attribute	Type
ApplicationName	Optional
SessionID	Optional
CustomerID	Optional
ErrorCode	Optional
ErrorMessage	Optional
Event	Mandatory
Server	Mandatory
time	Mandatory
Extensions	Optional

Examples



EventLinkDisconnected Feature, Example 1



EventLinkDisconnected Feature, Example 2