# GENESYS™

# Genesys Events and Models Reference

## General Messages

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# General Messages

This section includes the responses to login, logging, and reset messages.

## LoginResp

This message is sent by the IVR Server to the IVR in response to a LoginReq message.

The Status parameter of the LoginResp message has the following possible values:

- NoSuchClient—There is no IVR object configured in the Configuration Layer with the name supplied in the ClientName parameter of the LoginReq message.

- InitInProgress—The IVR Server is in the process of initializing and is not ready to process new calls.

- OK—Initialization is complete, and the IVR Server can process calls.

Place required configuration information in the data transport section of the IVR Application object in Configuration Manager. If you do this, the information is returned in the ConfigOptions section of the LoginResp message.

**LoginResp Message**

| Message | Parameter | | Optional/ Required |
|---|---|---|---|
| **Name** | **Value** | | |
| LoginResp | IServerVersion | | Required |
| | Result | Success<br><br>InvalidProtocolVersion | Required |
| | ConfigOptions | | Optional |
| | Status | NoSuchClient<br><br>InitInProgress<br>OK | Optional |

## MonitorInfo

This message will be sent when a significant event occurs related to the server monitoring. These will be events pertinent to managing agent status. The ReqId parameter will be present when this event is in response to an XML request, as opposed to an unsolicited event.

**MonitorInfo Message**

| Message | | Parameter | Optional/Required |
|---|---|---|---|
| **Name** | **Value** | | |
| MonitorInfo | ReqId | | Optional |

## Server Subtype

A Server type of MonitorInfo message is created when the information being sent is related to T-Server connections. This message is never directly requested by a client, so the ReqId parameter of the MonitorInfo message will never be supplied.

This message will be sent when either an EventLinkDisconnected or EventLinkConnected event occurs, or when the T-Server socket is closed. For this event to be forwarded, it must occur on a T-Server that is used by the IVR. This is based upon the configuration of the IVR in ConfigServer and the name provided by the login request.

**Server Status Events**

| T-Library Event | XML |
|---|---|
| EventLinkConnected | \<Server Status='OK'/\> |
| EventLinkDisconnected/Socket Closed/<br><br>No Connection | \<Server Status='Unavailable'/\> |

**Server Message**

| Message | | Parameter | Optional/Required |
|---|---|---|---|
| **Name** | **Value** | | |
| Server | Name | | Required |
| | Status | OK<br><br>Unavailable | Required |
| | Switch | | Optional |

## Port Subtype

This message will be sent to inform the client that no further successful requests can be submitted for that port due to configuration database changes. As with the Server subtype; this message will never have a ReqId associated with it.

**Port Message**

| Message | | Parameter | | Optional/Required |
|---|---|---|---|---|
| **Name** | | **Value** | | |
| Port | PortNum | | | Required |
| | Status | OK<br><br>Unavailable | | Required |

## Agent Subtype

Agent related events occurring on relevant ports are conveyed using the Agent subtype. These messages can either be in response to control messages, or due to external sources. When in response to a control message, ReqId from that related message will be used. The following table shows the relationship between T-Library events and XML messaging.

**Agent Status Events**

| T-Library Event | XML |
|---|---|
| EventAgentLogin | <Agent PortNum='01' Status='LoggedIn'/> |
| EventAgentLogout | <Agent PortNum='01' Status='LoggedOut'/> |
| EventAgentReady | <Agent PortNum='01' Status='Ready'/> |
| EventAgentNotReady | <Agent PortNum='01' Status='NotReady'/> |

In T-Library, the LoggedIn state is not a steady state, it only indicates that the login was successful. Another status message will always follow the LoggedIn indication to signify whether the agent is in the ready or not ready state. This is a function of the switch and may be one or the other depending on configuration. Therefore, Ready and NotReady imply LoggedIn.

It is also important to note that the query event may return an Unknown state from the switch. As a general rule, treat Unknown as LoggedOut.

**Agent Message**

| Message | | Parameter | | Optional/Required |
|---|---|---|---|---|
| **Name** | | **Value** | | |
| Agent | PortNum | | | Required |
| | Status | LoggedIn<br><br>LoggedOut<br>Ready<br>NotReady<br>Unknown | | Required |