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Genesys Events and Models Reference

Genesys Events

Genesys Events

Contents

- [1 Genesys Events](#)

Genesys Events section of this document contains specific information about Genesys events. This event information appears in the following sections:

- **T-Library Events** contains a list and description of each T-Library event that T-Servers generate, including the attributes that accompany each event. It also includes the following topics:
 - **Agent States and Work Modes**
 - **Unified Call-Party States**
 - **Event Attributes**
 - **TEvent Structure**
- **T-Library Call-Based Notifications** contains information on the TLIB events that relate to a call (as opposed to a DN or device).
- **ISCC Transaction Monitoring** describes how to work with ISCC regarding issues such as multi-site call transfer, inter-site call linkage, call overflow, and other, possibly non-call-related, multi-site operations.
- **T-Library Unstructured Data** provides information on how TLIB handles UserData, Extensions, and Reasons in events in a Genesys system.
- **IVR Protocol Messages** offers detailed information about IVR Server events.