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Genesys Events and Models Reference

Special Cases

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Special Cases

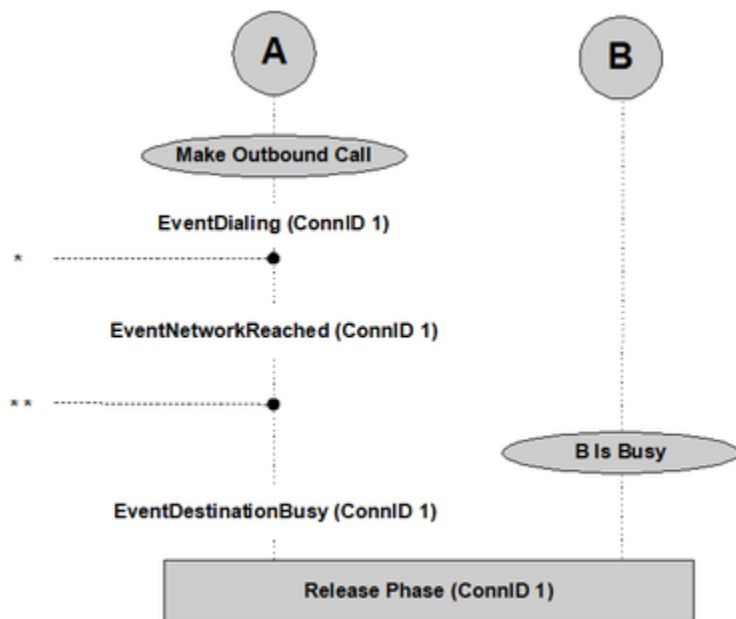
Note the following comments in the call models:

*OPT—Optional.

*DIAL—May be a dialed number or is not present if T-Server has no information about the other party.

Outbound Call to a Busy Destination

The following graphic and table describe an outbound call to a busy destination.



Outbound Call to a Busy Destination

PARTY A	PARTY B
Make Outbound Call to B (TMakeCall)	
EventDialing ConnID 1 ThisDN A ThisDNRole Origination OtherDN B *DIAL OtherDNRole Destination *DIAL EventNetworkReached	

PARTY A	PARTY B
ConnID 1 ThisDN A ThisDNRole Origination OtherDN B *DIAL OtherDNRole Destination *DIAL	
	B is busy
EventDestinationBusy ConnID 1 ThisDN A ThisDNRole Origination OtherDN B *DIAL OtherDNRole Destination *DIAL	
Release Phase (ConnID 1)	

Abnormal Call Flow

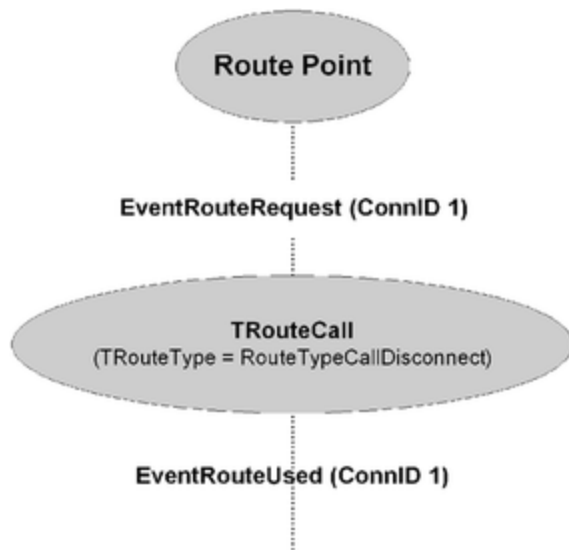
Interruption Point	PARTY A
*	EventReleased ConnID 1 ThisDN A OtherDN B CallState OK
**	EventReleased ConnID 1 ThisDN A OtherDN B CallState OK

Rejected Call

Call rejection can apply both to incoming and outgoing calls. However, since most call centers forbid dropping the caller (without explaining why the call cannot be answered), for the inbound version of this, rejection is primarily for re-routing calls on a network level.

Generally, the rejected call scenario works either with `RouteTypeDefault` and an empty destination to reject the route request (using the default route destination as configured on the switch), or `RouteTypeCallDisconnect` to reject the call. (`RouteTypeReject` has been deprecated since it is switch-specific.) Two scenarios are applicable here. **Rejected Call (Route Point)** shows this with a route point involved, and **Rejected Call (Route Queue)** shows it with a route queue.

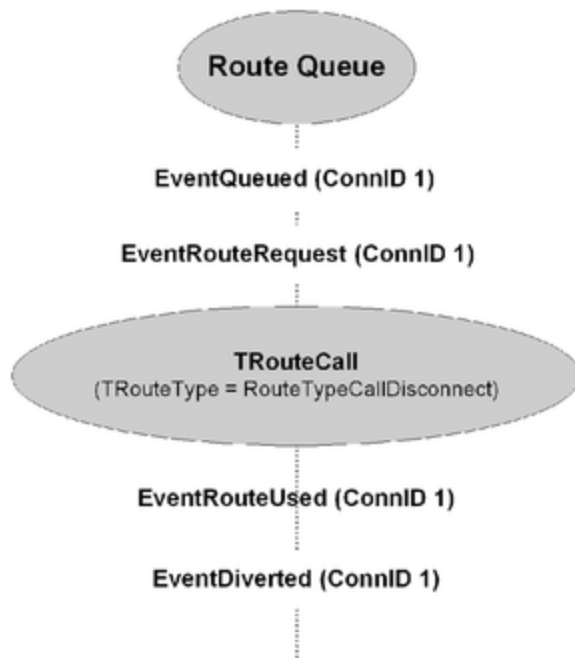
The following graphic and table describe a rejected call (route point).



Rejected Call (Route Point)

External Party	Route Point
Place Inbound Call to Route Point	
	EventRouteRequest ConnID 1 ThisDN B OtherDN A CallState OK
	TRouteCall (TRouteType=TRouteCallDisconnect)
	EventRouteUsed ConnID 1 ThisDN B OtherDN A CallState OK Note: ThirdPartyDN is not present for this event.

The following graphic and table describe a rejected call (route queue).



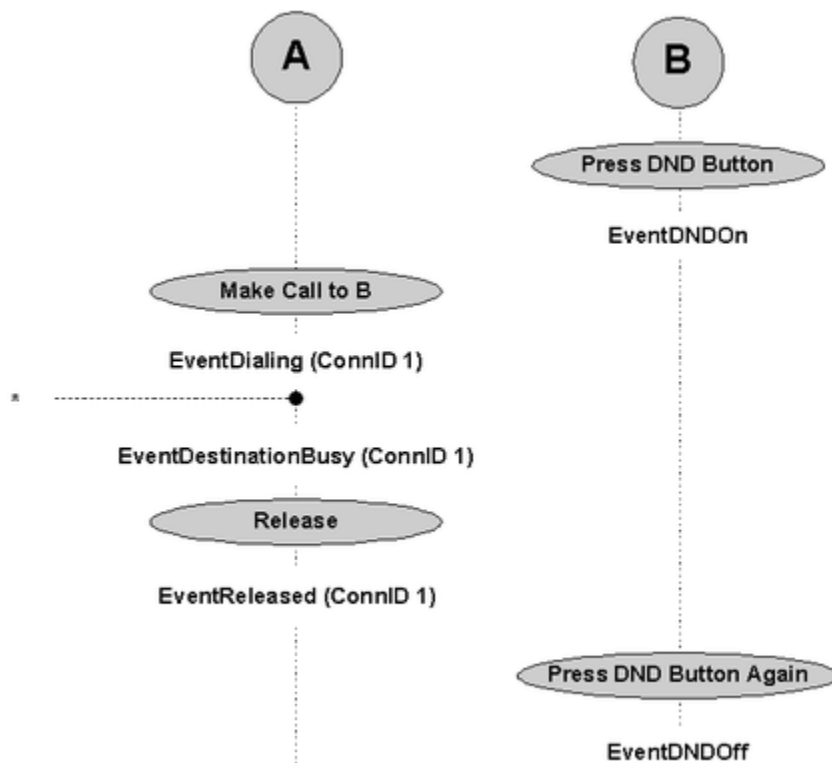
Rejected Call (Route Queue)

External Party	Route Queue
Place Inbound Call to Route Point	EventQueued ConnID 1 ThisDN B OtherDN A CallState OK EventRouteRequest ConnID 1 ThisDN B OtherDN A CallState OK
	TRouteCall (TRouteType=TRouteCallDisconnect)
	EventRouteUsed ConnID 1 ThisDN B OtherDN A CallState OK Note: ThirdPartyDN is not present for this event. EventDiverted ConnID 1 ThisDN B OtherDN A

External Party	Route Queue
	CallState Dropped Note: ThirdPartyDN is not present for this event.

Internal Call to Destination with DND Activated

The following graphic and table describe an internal call to destination with DND activated.



Internal Call to Destination with DND Activated

PARTY A	PARTY B
	Press DND button (TSetDNDOn)
	EventDNDOn
	ThisDN B
Make Call to B (TMakeCall)	
EventDialing	

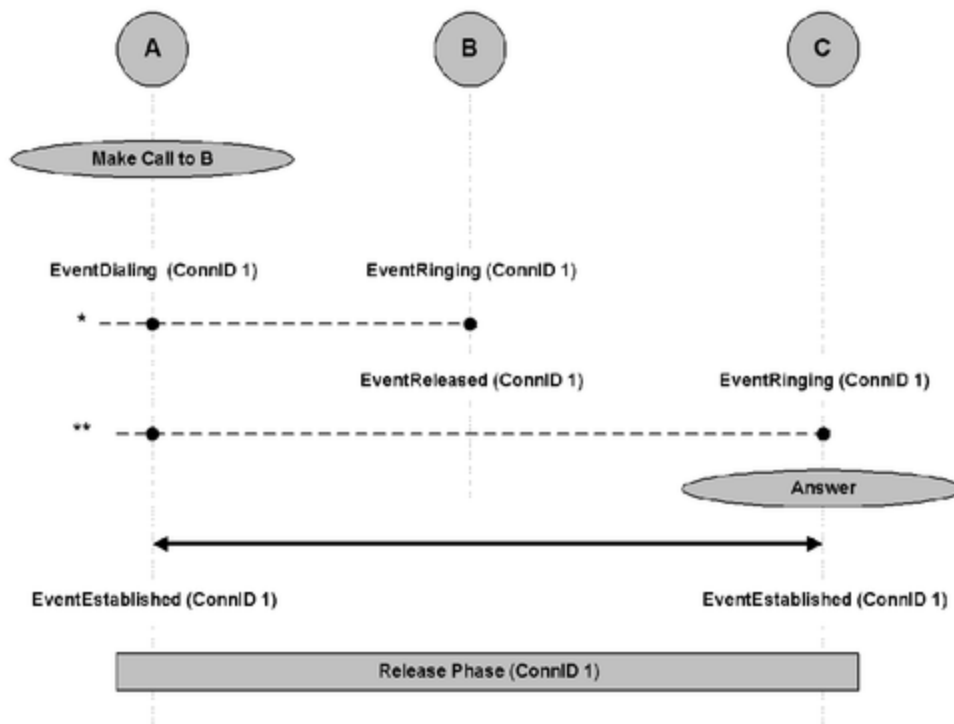
PARTY A	PARTY B
ConnID 1 ThisDN A ThisDNRole Origination OtherDN B *DIAL OtherDNRole Destination *DIAL EventDestinationBusy ConnID 1 ThisDN A ThisDNRole Origination OtherDN B *DIAL OtherDNRole Destination *DIAL	
Release (TReleaseCall)	
EventReleased ConnID 1 ThisDN A ThisDNRole Origination OtherDN B OtherDNRole Destination CallState OK	
	Press DND button again (TSetDNDOff)
	EventDNDOff ThisDN B

Abnormal Call Flow

Interruption Point	PARTY A
*	EventReleased ConnID 1 ThisDN A OtherDN B CallState OK

Call Forwarding (on No Answer)

The following graphic and table describe call forwarding (on no answer).



Call Forwarding (on No Answer)

PARTY A	PARTY B	PARTY C
Make Call to B (TMakeCall)		
EventDialing ConnID 1 ThisDN A ThisDNRole Origination OtherDN B *DIAL OtherDNRole Destination	EventRinging ConnID 1 ThisDN B ThisDNRole Destination OtherDN A OtherDNRole Origination CallState OK	
	Call Forwarding (On No Answer)	
	EventReleased ConnID 1 ThisDN B ThirdPartyDN C ThisDNRole Destination OtherDN A OtherDNRole Origination CallState Forwarded	EventRinging ConnID 1 ThisDN C ThisDNRole Destination OtherDN A OtherDNRole Origination CallState Forwarded
		Answer (TAnswerCall)
EventEstablished		EventEstablished

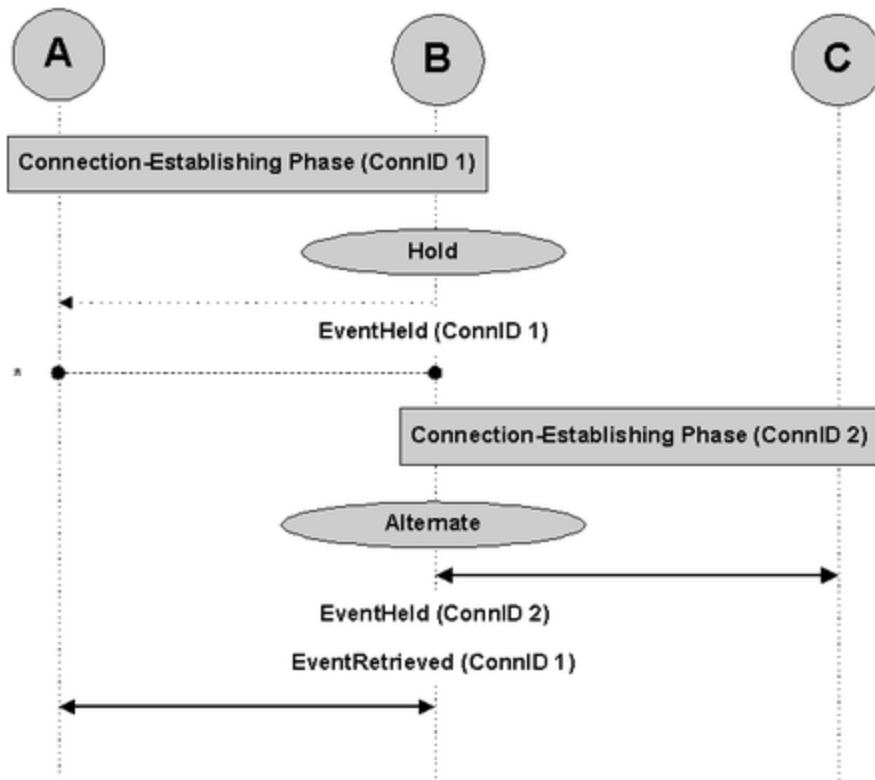
PARTY A	PARTY B	PARTY C
ConnID 1 ThisDN A ThisDNRole Origination OtherDN C OtherDNRole Destination		ConnID 1 ThisDN C ThisDNRole Destination OtherDN A OtherDNRole Origination
Release Phase (ConnID 1)		

Abnormal Call Flow

Interruption Point	PARTY A	PARTY B	PARTY C
*	EventReleased ConnID 1 ThisDN A OtherDN B CallState OK	EventAbandoned ConnID 1 ThisDN B OtherDN A CallState OK	
**	EventReleased ConnID 1 ThisDN A OtherDN C CallState OK		EventAbandoned ConnID 1 ThisDN C OtherDN A CallState OK

Alternate-Call Service

The following graphic and table describe alternate-call service.



Alternate-Call Service

PARTY A	PARTY B	PARTY C
Call-Establishing Phase (ConnID 1)		
	Hold (THoldCall)	
	EventHeld ConnID 1 ThisDN B OtherDN A	
Call-Establishing Phase (ConnID 2)		
	Alternate (TAlternateCall)	
	EventHeld ConnID 2 ThisDN B OtherDN C	
	EventRetrieved ^a ConnID 1	

PARTY A	PARTY B	PARTY C
	ThisDN B OtherDN A CallState OK	
Conversation (ConnID 1)		

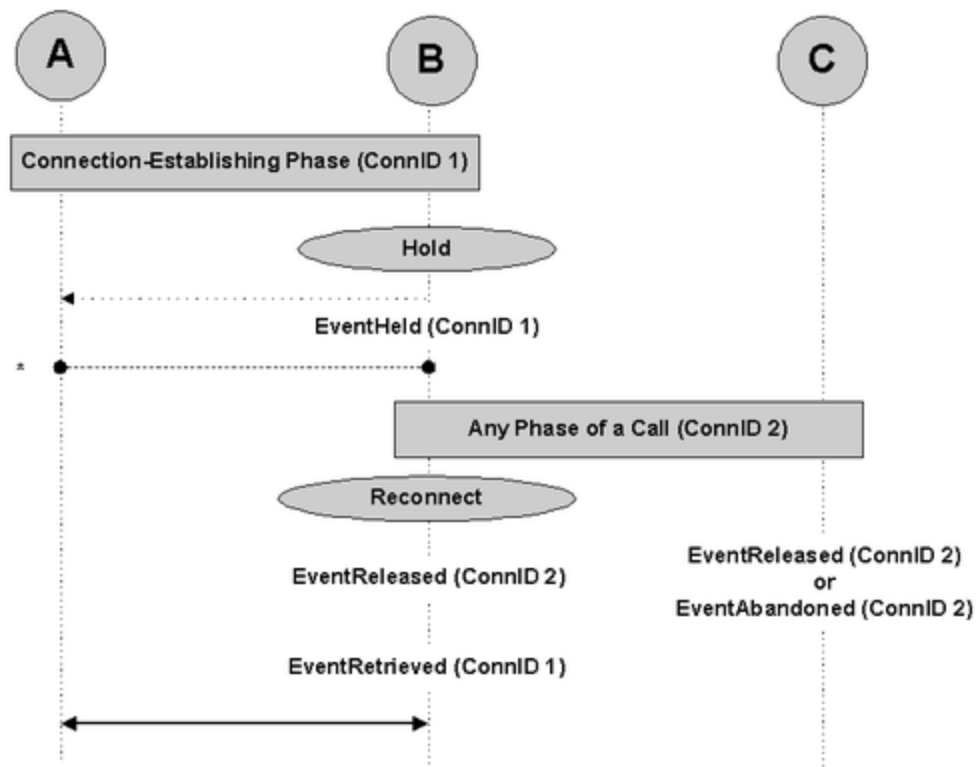
a. With EventRetrieved, the values for attributes ThisDNRole and ThisQueue are the same as those for the attributes of the same names, if any, in the events preceding EventRetrieved (EventEstablished and EvenRingin). For non-ACD calls, however, ThisQueue is not reported.

Abnormal Call Flow

Interruption Point	PARTY A	PARTY B	PARTY C
	EventReleased	EventReleased	
*	ConnID 1 ThisDN A OtherDN B CallState OK	ConnID 1 ThisDN B OtherDN A CallState OK	

Reconnect-Call Service

The following graphic and table describe reconnect-call service.



Reconnect-Call Service

PARTY A	PARTY B	PARTY C
Call-Establishing Phase (ConnID 1)		
	Hold (THoldCall) or Transfer (TInitiateTransfer) */ Conference (TInitiateConference) ^a	
	EventHeld ConnID 1 ThisDN B OtherDN A	
Any Phase of a Call (ConnID 2)		
	Reconnect (TReconnectCall)	
	EventReleased ConnID 2 ThisDN B OtherDN C CallState OK EventRetrieved ^b ConnID 1 ThisDN B	EventReleased/ EventAbandoned ConnID 2 ThisDN C OtherDN B CallState OK

PARTY A	PARTY B	PARTY C
	OtherDN A CallState OK	
Conversation (ConnID 1)		

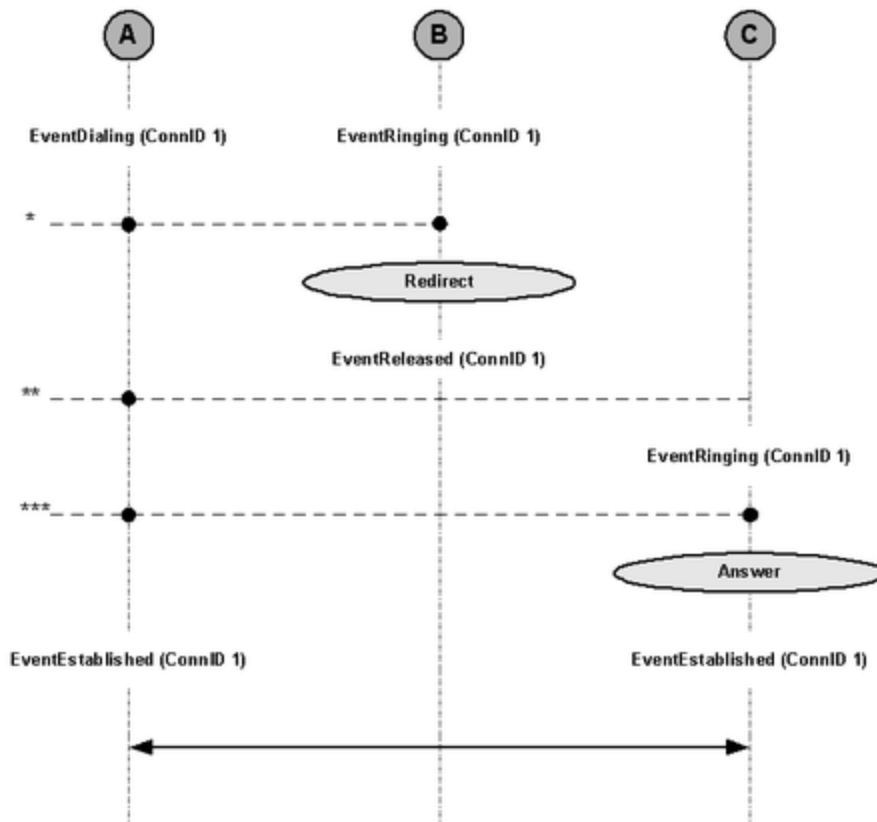
- a. For the Hicom 300 E CS switch: service is available when EventHeld is generated as a result of one of these requests.
- b. With EventRetrieved, the values for attributes ThisDNRole and ThisQueue are the same as those for the attributes of the same names, if any, in the events preceding EventRetrieved (EventEstablished and EvenRinging). For non-ACD calls, however, ThisQueue is not reported.

Abnormal Call Flow

Interruption Point	PARTY A	PARTY B	PARTY C
	EventReleased	EventReleased	
*	ConnID 1 ThisDN A OtherDN B CallState OK	ConnID 1 ThisDN B OtherDN A CallState OK	

Redirect-Call Service

The following graphic and table describe redirect-call service.



Redirect-Call Service

PARTY A	PARTY B	PARTY C
EventDialing ConnID 1 ThisDN A ThisDNRole Origination OtherDN B *DIAL OtherDNRole Destination *DIAL	EventRinging ConnID 1 ThisDN B ThisDNRole Destination OtherDN A OtherDNRole Origination CallState OK	
	Redirect (TRedirectCall)	
	EventReleased ConnID 1 ThisDN B ThirdPartyDN C OtherDN A CallState Redirected	EventRinging ConnID 1 ThisDN C ThirdPartyDN B CallState Redirected
		Answer (TAnswerCall)
EventEstablished		EventEstablished

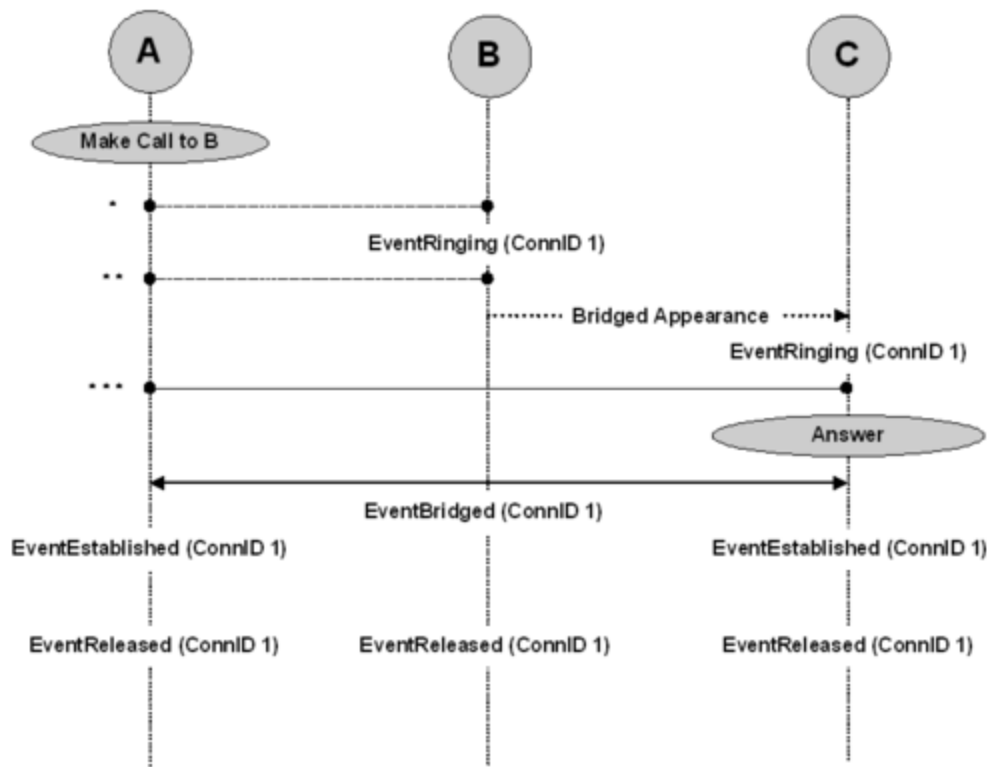
PARTY A	PARTY B	PARTY C
ConnID 1 ThisDN A ThisDNRole Origination OtherDN C OtherDNRole Destination		ConnID 1 ThisDN C ThisDNRole Destination OtherDN C OtherDNRole Origination
Conversation (ConnID 1)		

Abnormal Call Flow

Interruption Point	PARTY A	PARTY B	PARTY C
*	EventReleased ConnID 1 ThisDN A OtherDN B CallState OK	EventAbandoned ConnID 1 ThisDN B OtherDN A CallState OK	
**	EventReleased ConnID 1 ThisDN A OtherDN B CallState OK		
***	EventReleased ConnID 1 ThisDN A OtherDN C CallState OK		EventAbandoned ConnID 1 ThisDN C OtherDN A CallState OK

Internal/Inbound Call with Bridged Appearance

The following graphic and table describe an internal/inbound call with bridged appearance.



Internal/Inbound Call with Bridged Appearance

PARTY A	PARTY B	PARTY C
Make Call to B (TMakeCall) or Inbound Call		
EventDialing ConnID 1 ThisDN A ThisDNRole Origination OtherDN B *DIAL OtherDNRole Destination *DIAL	EventRinging ConnID 1 ThisDN B ThisDNRole Destination OtherDN A OtherDNRole Origination CallState OK	
	Coverage Path	
		EventRinging ConnID 1 ThisDN C ThisDNRole Destination OtherDN A OtherDNRole Origination CallState Covered
		Answer (TAnswerCall)
EventEstablished	EventBridged	EventEstablished

PARTY A	PARTY B	PARTY C
ConnID 1 ThisDN A ThisDNRole Origination OtherDN C OtherDNRole Destination	ConnID 1 ThisDN B ThisDNRole Destination OtherDN A OtherDNRole Origination	ConnID 1 ThisDN C ThisDNRole Destination OtherDN A OtherDNRole Origination
Release ^a		Release ^a
EventReleased ConnID 1 ThisDN A OtherDN C CallState OK	EventReleased ConnID 1 ThisDN B OtherDN A CallState OK	EventReleased ConnID 1 ThisDN C OtherDN A CallState OK

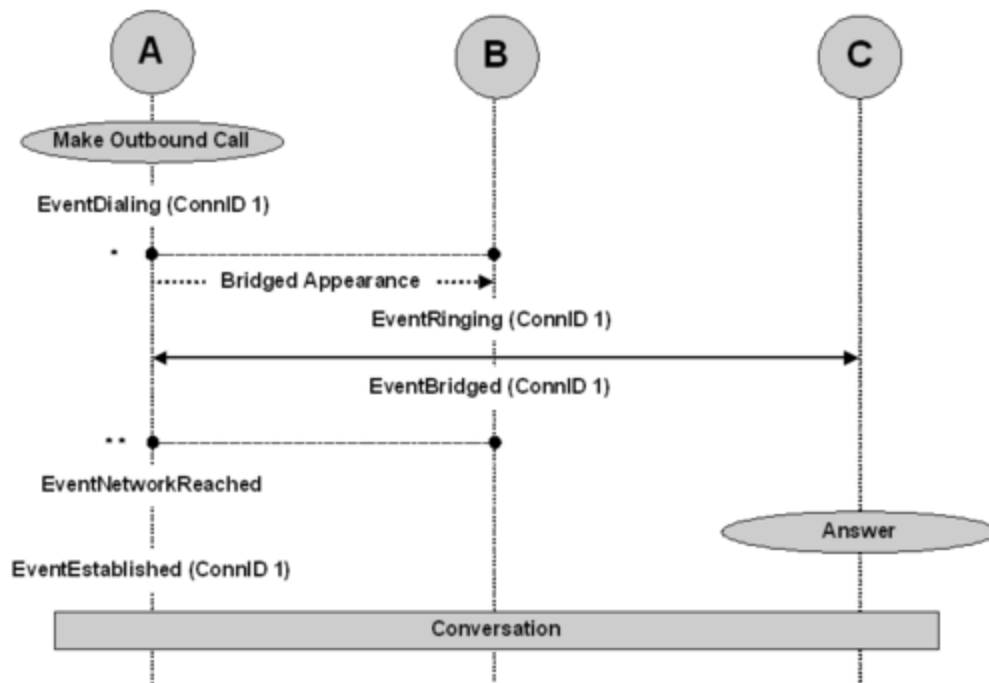
a. Either Party A or Party C can release the call.

Abnormal Call Flow

Interruption Point	PARTY A	PARTY B	PARTY C
*	EventReleased ConnID 1 ThisDN A OtherDN B CallState OK		
**	EventReleased ConnID 1 ThisDN A OtherDN B CallState OK	EventAbandoned ConnID 1 ThisDN B OtherDN A CallState OK	
***	EventReleased ConnID 1 ThisDN A OtherDN C CallState OK	EventAbandoned ConnID 1 ThisDN B OtherDN A CallState OK	EventAbandoned ConnID 1 ThisDN C OtherDN A CallState OK

Outbound Call from Bridged Appearance

The following graphic and table describe an outbound call with bridged appearance.



Outbound Call from Bridged Appearance

PARTY A	PARTY B	PARTY C
Make Outside Call (TMakeCall)		
EventDialing ConnID 1 ThisDN A ThisDNRole Origination OtherDN C *DIAL OtherDNRole Destination *DIAL		
	EventRinging ConnID 1 ThisDN B ThisDNRole Origination OtherDN C *DIAL OtherDNRole Destination *DIAL CallState Covered	
	EventBridged ConnID 1 ThisDN B ThisDNRole Origination OtherDN C *OPT OtherDNRole Destination	

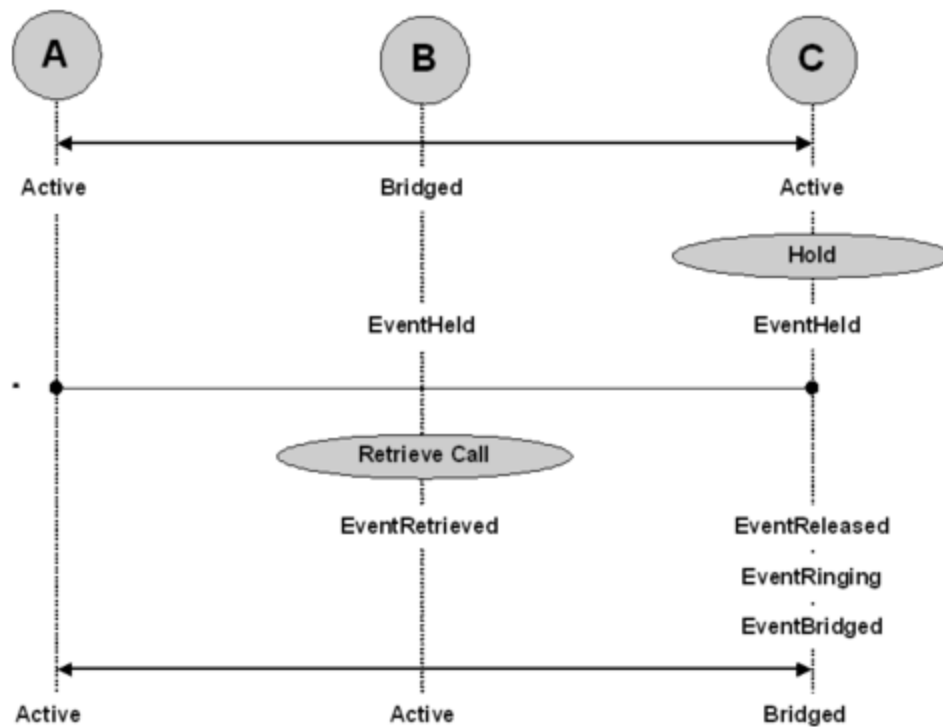
PARTY A	PARTY B	PARTY C
EventNetworkReached ConnID 1 ThisDN A ThisDNRole Origination OtherDN C *DIAL OtherDNRole Destination *DIAL		
		Answer
EventEstablished ConnID 1 ThisDN A ThisDNRole Origination OtherDN C *OPT OtherDNRole Destination *OPT		

Abnormal Call Flow

Interruption Point	PARTY A	PARTY B	PARTY C
*	EventReleased ConnID 1 ThisDN A OtherDN C CallState OK		
**	EventReleased ConnID 1 ThisDN A OtherDN C CallState OK	EventReleased ConnID 1 ThisDN B OtherDN C CallState OK	

Hold/Retrieve for Bridged Appearance

The following graphic and table describe hold/retrieve for bridged appearance.



Hold/Retrieve for Bridged Appearance

PARTY A	PARTY B	PARTY C
Call Established between Party A and Party C, with Party B Bridged		
		Hold (THoldCall)
	EventHeld ConnID 1 ThisDN B OtherDN A	EventHeld ConnID 1 ThisDN C OtherDN A
	Retrieve Call (TRetrieveCall)	
	EventRetrieved ConnID 1 ThisDN B OtherDN A CallState OK	EventReleased ConnID 1 ThisDN C OtherDN A CallState Bridged EventRinging ConnID 1 ThisDN C OtherDN A CallState Covered EventBridged ConnID 1 ThisDN C

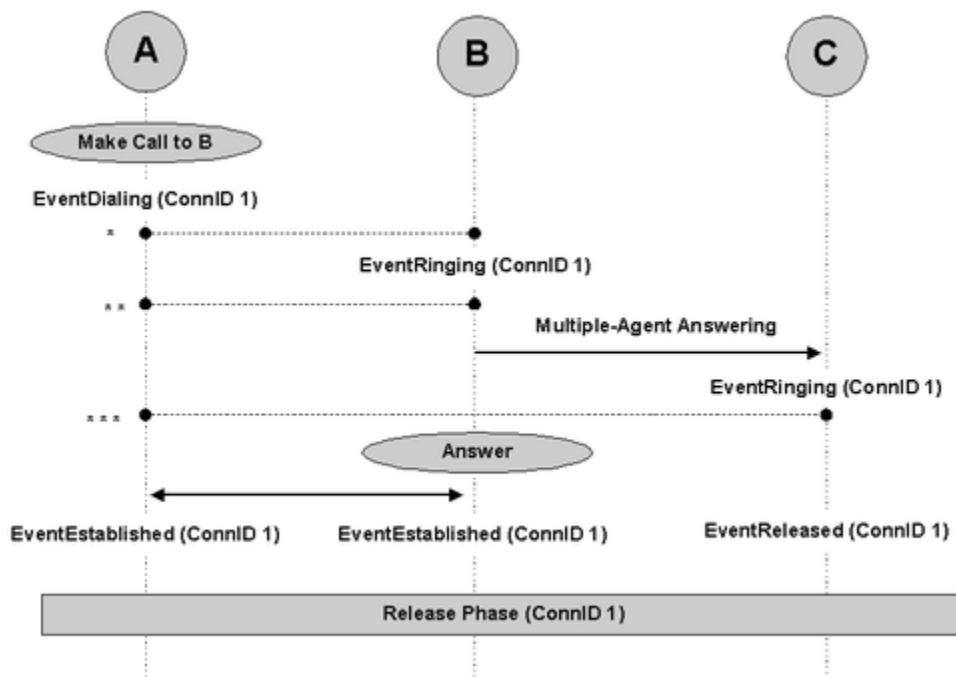
PARTY A	PARTY B	PARTY C
		OtherDN A

Abnormal Call Flow

Interruption Point	PARTY A	PARTY B	PARTY C
*	EventReleased ConnID 1 ThisDN A OtherDN B or C CallState OK	EventReleased ConnID 1 ThisDN B OtherDN A CallState OK	EventReleased ConnID 1 ThisDN C OtherDN A CallState OK

Internal/Inbound Call Answerable by Several Agents (Party B Answers)

The following graphic and table describe an internal/inbound call answerable by several agents (Party B answers).



Internal/Inbound Call Answerable by Several Agents (Party B Answers)

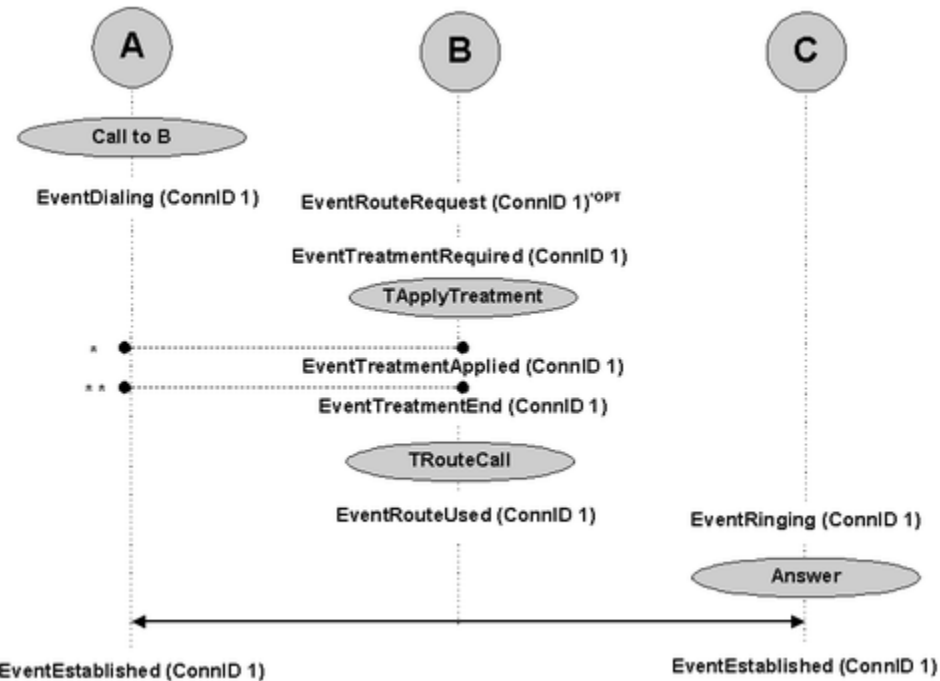
PARTY A	PARTY B	PARTY C
Make Call to B (TMakeCall) or Inbound Call		
EventDialing ConnID 1 ThisDN A ThisDNRole Origination OtherDN B *DIAL OtherDNRole Destination *DIAL	EventRinging ConnID 1 ThisDN B ThisDNRole Destination OtherDN A OtherDNRole Origination CallState OK	
	Coverage Path	
		EventRinging ConnID 1 ThisDN C ThisDNRole Destination OtherDN A OtherDNRole Origination CallState Covered
	Answer (TAnswerCall)	
EventEstablished ConnID 1 ThisDN A ThisDNRole Origination OtherDN B OtherDNRole Destination	EventEstablished ConnID 1 ThisDN B ThisDNRole Destination OtherDN A OtherDNRole Origination	EventReleased ConnID 1 ThisDN C ThisDNRole Destination OtherDN A OtherDNRole Origination

Abnormal Call Flow

Interruption Point	PARTY A	PARTY B	PARTY C
*	EventReleased ConnID 1 ThisDN A OtherDN B CallState OK		
**	EventReleased ConnID 1 ThisDN A OtherDN C CallState OK	EventAbandoned ConnID 1 ThisDN B OtherDN A CallState OK	
***	EventReleased ConnID 1 ThisDN A OtherDN C CallState OK	EventAbandoned ConnID 1 ThisDN B OtherDN A CallState OK	EventAbandoned ConnID 1 ThisDN C OtherDN A CallState OK

Call Treatment with Routing

The following graphic and table describe call treatment with routing.



Call Treatment with Routing

PARTY A	PARTY B (Routing Point)	PARTY C
Call to B		
EventDialing ConnID 1 ThisDN A ThisDNRole Origination OtherDN B OtherDNRole Destination CallState OK	EventRouteRequest *OPT ConnID 1 ThisDN B ThisDNRole Destination OtherDN A OtherDNRole Origination EventTreatmentRequired ConnID 1 ThisDN B ThisDNRole Destination OtherDN A OtherDNRole Origination	
	Treatment Instruction (TApplyTreatment)	

PARTY A	PARTY B (Routing Point)	PARTY C
	EventTreatmentApplied ConnID 1 ThisDN B ThisDNRole Destination TreatmentType	
	EventTreatmentEnd ConnID 1 ThisDN B ThisDNRole Destination TreatmentType UserData	
	Route (TRouteCall)	
	EventRouteUsed ConnID 1 ThisDN B ThisQueue B ThisDNRole Destination OtherDN A OtherDNRole Origination ThirdPartyDN C *OPT ThirdPartyDNRole Destination *OPT	EventRinging ConnID 1 ThisDN C ThisDNRole Destination OtherDN A OtherDNRole Origination CallState OK
		Answer (TAnswerCall)
EventEstablished ConnID 1 ThisDN A ThisDNRole Destination OtherDN C OtherDNRole Origination CallState OK		EventEstablished ConnID 1 ThisDN C ThisDNRole Destination OtherDN A OtherDNRole Origination CallState OK

Abnormal Call Flow

Interruption Point	PARTY A	PARTY B	PARTY C
*	EventReleased ConnID 1 ThisDN A OtherDN B CallState OK	EventAbandoned ConnID 1 ThisDN B ThisQueue B ThisDNRole Destination OtherDN A OtherDNRole Origination	
* *	EventReleased ConnID 1 ThisDN A OtherDN B CallState OK	EventAbandoned ConnID 1 ThisDN B ThisQueue B ThisDNRole Destination	

Special Cases

Interruption Point	PARTY A	PARTY B	PARTY C
		OtherDN A OtherDNRole Origination	