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Genesys Events and Models Reference

Stop Processing

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Stop Processing

This scenario has several versions, depending on these two points:

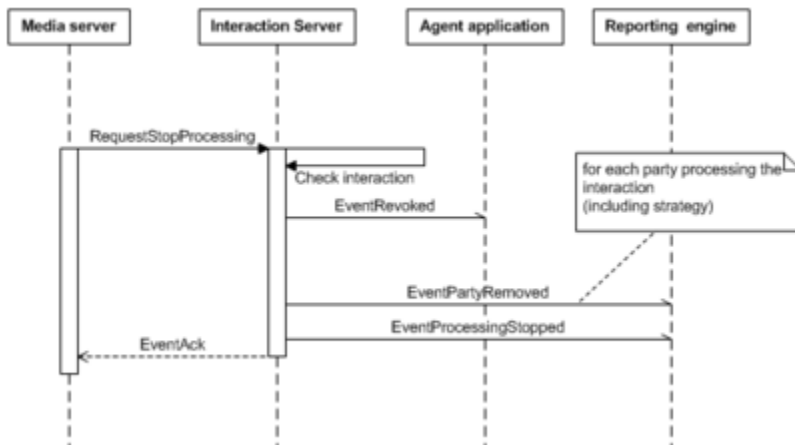
- Which entity initiates the stop processing request: media server, agent, or URS
- If a media server initiates the request, there is a further difference according to whether an agent or URS is involved in processing.

This produces four possible versions, called A, B, C, and D in this section:

- A—Initiated by media server, agent involved in processing
- B—Initiated by media server, URS involved in processing
- C—Initiated by agent
- D—Initiated by URS

A: Initiated by Media Server, Agent Involved

In this version, shown in the following figure, an agent is processing the interaction when a media server asks for processing to stop.



Stop Processing A: Media Server Initiates, Agent Involved

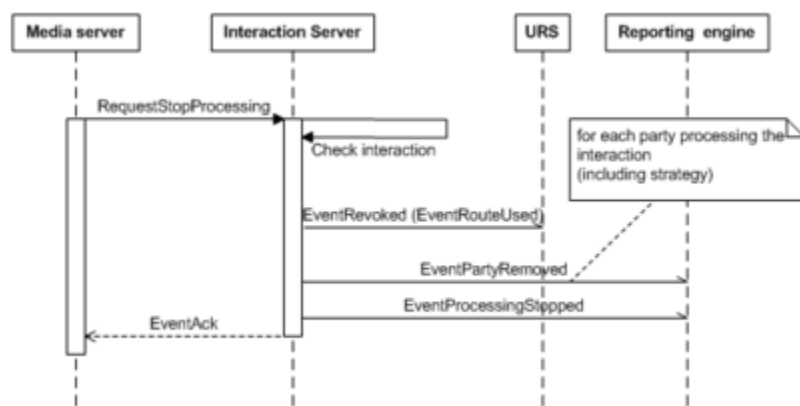
This version uses the messages listed in the following table:

Messages in Stop Processing A

Message	Protocol
EventAck	Interaction Management
EventPartyRemoved	Reporting
EventProcessingStopped	Reporting
EventRevoked	Interaction Management

B: Initiated by Media Server, URS Involved

In this version, shown in the following figure, URS is processing the interaction when a media server asks for processing to stop.



Stop Processing B: Media Server Initiates, URS Involved

This version uses the messages listed in the following table:

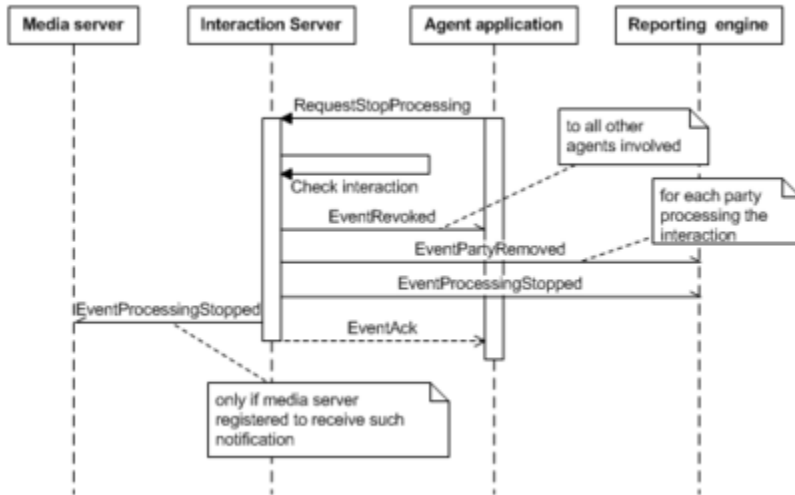
Messages in Stop Processing B

Message	Protocol
EventAck	Interaction Management
EventPartyRemoved	Reporting
EventProcessingStopped	Reporting
EventAbandoned, used here in place of EventRevoked	T-Library

This model uses the T-Library EventRouteUsed to stand in for the Interaction Management EventRevoked.

C: Initiated By Agent

In this version, shown in the following figure, an agent initiates the stop processing request.



Stop Processing C: Initiated by Agent

This version uses the messages listed in the following table:

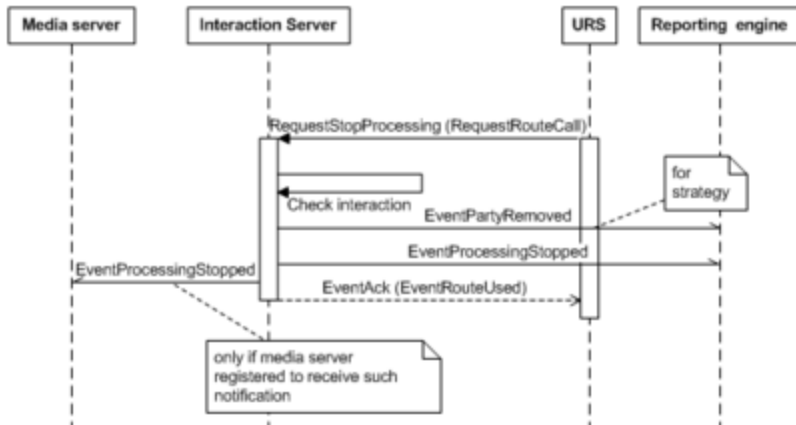
Messages in Stop Processing C

Message	Protocol
EventAck	Interaction Management
EventPartyRemoved	Reporting
EventProcessingStopped	Reporting
EventRevoked	Interaction Management

D: Initiated by URS

In this version, shown in the following figure, URS initiates the stop processing request.

Stop Processing



Stop Processing D: Initiated by URS

This version uses the messages listed in the following table:

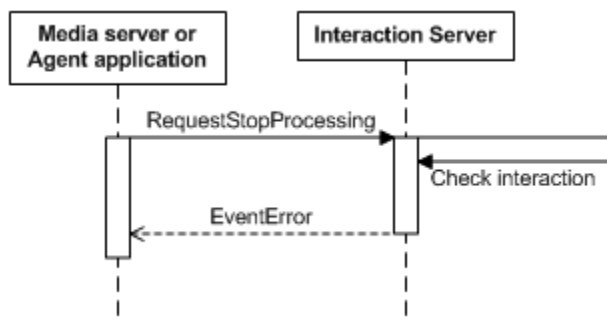
Messages in Stop Processing D

Message	Protocol
EventAck	Interaction Management
EventPartyRemoved	Reporting
EventProcessingStopped	Reporting
EventRouteUsed, used here in place of EventAck	T-Library

This phase uses the T-Library RequestRouteCall to stand in for the Interaction Management RequestStopProcessing. It also uses the T-Library EventRouteUsed to stand in for the Interaction Management EventAck.

Unsuccessful

In this version, shown in the following figure, Interaction Server finds that the request is invalid and rejects it.



Stop Processing: Unsuccessful

This version uses the messages listed in the following table:

Messages in Stop Processing: Unsuccessful

Message	Protocol
EventError	Interaction Management