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Genesys Events and Models Reference

T-Library Events

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T-Library Events

This section lists the T-Library Events that developers can expect to see while working with a Genesys implementation. Each event listed here is identified with a description, the contents of the event (presented in table format as a list of the attributes associated with it), and an example of where the event is likely to be encountered during a call flow. The end of this section includes general information about various event-related issues, including an **Agent-State Diagram**, definitions of event attributes (including, for the reference ID attribute, a table of the relationships between requests and events), and a description of the **TEvent** structure.

Event contents are presented as the collection of **attributes** associated with each event, as well as an indication of that attribute's *Type*. For the purposes of this section, Type has one of two values: *Mandatory* or *Optional*. Here Type refers to the presence of the attribute at the time of the generation of its event, and not to a characteristic of the attribute itself.

Attribute Type

- **Mandatory**—Indicates that this attribute is always present when its associated event occurs.
- **Optional**—Indicates that this attribute may or may not be present when the associated event occurs.

List of T-Library Events

- **General Events**
 - **EventServerConnected**
 - **EventServerDisconnected**
 - **EventLinkConnected**
 - **EventLinkDisconnected**
- **Registration Events**
 - **EventRegistered**
 - **EventUnregistered**
- **Call-Handling and Transfer/Conference Events**
 - **EventDialing**
 - **EventRinging**
 - **EventEstablished**
 - **EventAbandoned**
 - **EventDestinationBusy**
 - **EventDiverted**
 - **EventHeld**

- [EventNetworkReached](#)
- [EventPartyAdded](#)
- [EventPartyChanged](#)
- [EventPartyDeleted](#)
- [EventQueued](#)
- [EventBridged](#)
- [EventReleased](#)
- [EventRetrieved](#)
- **Network Attended Transfer Events**
 - [EventNetworkCallStatus](#)
 - [EventNetworkPrivateInfo](#)
- **Call-Routing Events**
 - [EventRouteRequest](#)
 - [EventRouteUsed](#)
- **Call-Treatment Events**
 - [EventTreatmentApplied](#)
 - [EventTreatmentEnd](#)
 - [EventTreatmentNotApplied](#)
 - [EventTreatmentRequired](#)
- **DTMF Events**
 - [EventDigitsCollected](#)
 - [EventDTMFSent](#)
- **Voice-Mail Events**
 - [EventMailBoxLogin](#)
 - [EventMailBoxLogout](#)
 - [EventVoiceFileOpened](#)
 - [EventVoiceFileClosed](#)
 - [EventVoiceFileEndPlay](#)
- **Agent-State and DN Events**
 - [EventAgentLogin](#)
 - [EventAgentLogout](#)
 - [EventQueueLogout](#)
 - [EventAgentReady](#)
 - [EventAgentNotReady](#)

- `EventAgentAfterCallWork` (Obsolete—No Longer Supported)
- `EventAgentIdleReasonSet` (Obsolete—No Longer Supported)
- `EventDNOutOfService`
- `EventDNBackInService`
- `EventDNDOn`
- `EventDNDOff`
- `EventForwardSet`
- `EventForwardCancel`
- `EventMonitoringNextCall`
- `EventMonitoringCancelled`
- `EventOffHook`
- `EventOnHook`
- `EventMuteOn`
- `EventMuteOff`
- `EventListenDisconnected`
- `EventListenReconnected`
- `EventMessageWaitingOn`
- `EventMessageWaitingOff`
- **Query Events**
 - `EventAddressInfo`
 - `EventPartyInfo`
 - `EventLocationInfo`
 - `EventServerInfo`
 - `EventSwitchInfo`
- **User-Data Events**
 - `EventAttachedDataChanged`
- **ISCC Events**
 - `EventAnswerAccessNumber`
 - `EventRemoteConnectionSuccess`
 - `EventRemoteConnectionFailed`
 - `EventReqGetAccessNumberCanceled`
- **Special Events**
 - `EventACK`
 - `EventAgentReserved`

- [EventCallInfoChanged](#)
- [EventPrivateInfo](#)
- [EventUserEvent](#)
- [EventPrimaryChanged](#)
- [EventRestoreConnection](#)
- [EventHardwareError](#)
- [EventResourceAllocated \(Obsolete—No Longer Supported\)](#)
- [EventResourceFreed \(Obsolete—No Longer Supported\)](#)
- **Negative-Response Events**
 - [EventError](#)

Agent States, Call-Party States, Work Modes

The T-Library Events section also includes the following topics:

- [Agent States and Work Modes](#)
- [Unified Call-Party States](#)
- [Event Attributes](#)
- [TEvent Structure](#)