GENESYS™

Genesys Events and Models Reference

Working With Queues

5/5/2025

Contents

Working With Queues

Multiple-Queue Call Treated at an IVR Port: Treatment at IVR Queue

The following graphic and table describe a multiple-queue call treated an an IVR port: treatment at the IVR queue.
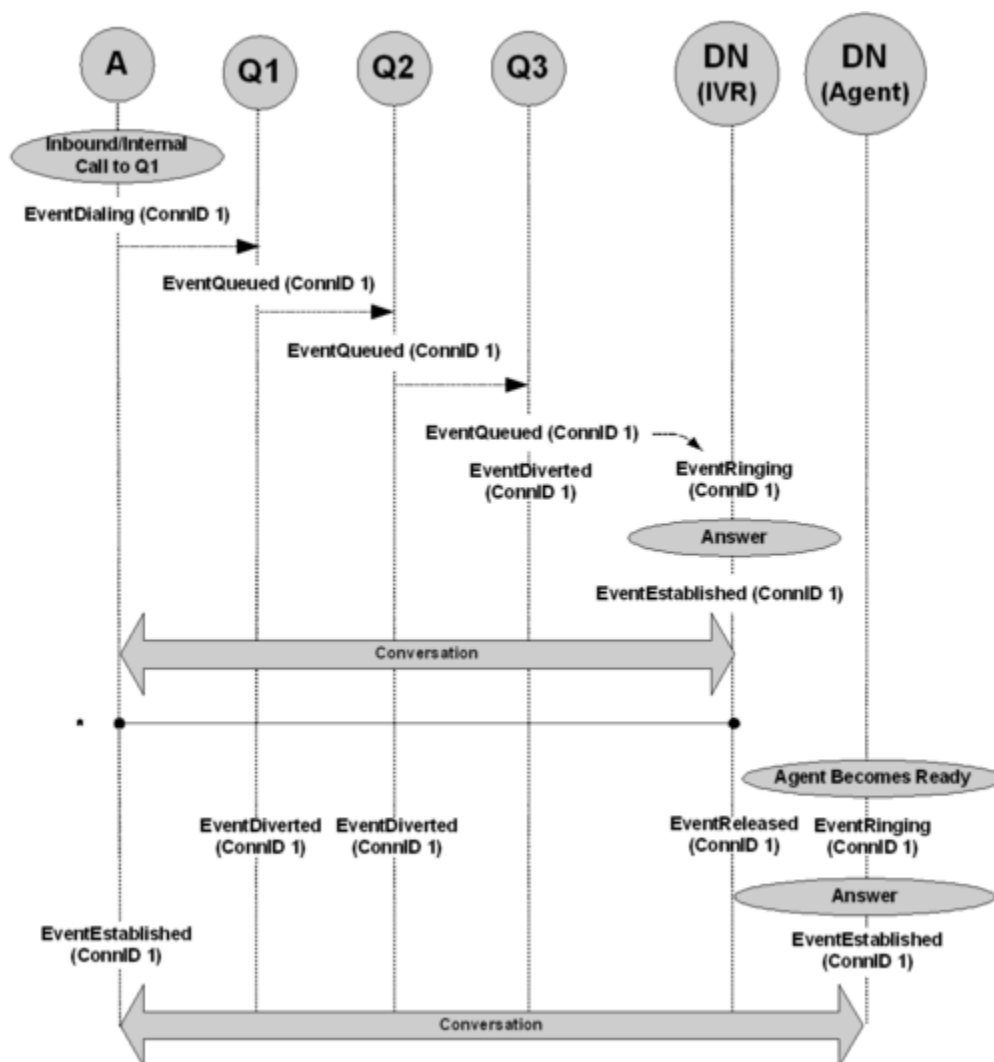
Multiple Queue, Call Treated at an IVR Port: Treatment at IVR Queue

A	Q1	Q2	Q3	IVR	Agent
Inbound /Internal Call to Q1	**Call to Q1**				
EventDialing ConnID **1** ThisDN **A** ThisDNRole **Origination** OtherDN* **Q1** OtherDNRole **Destination**					
	EventQueued ConnID **1** ThisDN **Q1** ThisQueue **Q1** OtherDN **A**				
		Call Placed in Second Queue			
		EventQueued ConnID **1** ThisDN **Q2** ThisQueue **Q2** OtherDN **A**			
			Call Placed in IVR Queue for Treatment When No Agents Ready		
			EventQueued ConnID **1** ThisDN **Q2** ThisQueue **Q2** OtherDN **A**		
			EventDiverted ConnID **1** ThisDN **Q3** ThisQueue **Q3** OtherDN **A** ThirdPartyDN **IVR DN** CallState **ConverseOn**	**EventRinging** ConnID **1** ThisDN **IVR** ThisQueue **Q3** OtherDN **A** CallState **ConverseOn**	
				Answer	
				EventEstablished	

| A	Q1	Q2	Q3	IVR	Agent
				ConnID **1** ThisDN **IVR** ThisQueue **Q3** OtherDN **A**	
					Agent Ready
	EventDiverted ConnID **1** ThisDN **RQ2** ThisQueue **RQ2** OtherDN **A** ThirdPartyDN **AgentDN**	**EventDiverted** ConnID **1** ThisDN **Q2** ThisQueue **Q2** OtherDN **A** ThirdPartyDN **AgentDN**		**EventReleased** [a] ConnID **1** ThisDN **IVR** ThisQueue **Q3** OtherDN **A**	**EventRinging** ConnID **1** ThisDN **AgentDN** ThisQueue **Q1** OtherDN **A**
					Answer
EventEstablished [b] ConnID **1** ThisDN **A** OtherDN **AgentDN** CallState **OK**					**EventEstablished** ConnID **1** ThisDN **AgentDN** ThisQueue **Q1** OtherDN **A** CallState **OK**

a. EventReleased can occur before an agent becomes available because the IVR finishes call treatment. b. In some deployments, EventEstablished for party A can occur at the same time as the IVR EventEstablished, especially if a call comes through the PSTN.

Abnormal Call Flow

Interruption Point	A	Q1	Q2	Q3	IVR	Agent
*	**EventReleased** OtherDN **Q1**	**EventAbandoned** ConnID **1** ThisDN **Q1** OtherDN **A**	**EventAbandoned** ConnID **1** ThisDN **Q2** OtherDN **A**	**EventAbandoned** ConnID **1** ThisDN **Q3** OtherDN **A**	**EventReleased** ConnID **1** ThisDN **IVR** OtherDN **A**	

Multiple-Queue, Call Treated at an IVR Port: Direct Treatment at IVR Port

The following graphic and table describe a multiple-queue call treated at an IVR port: direct treatment at the IVR queue.
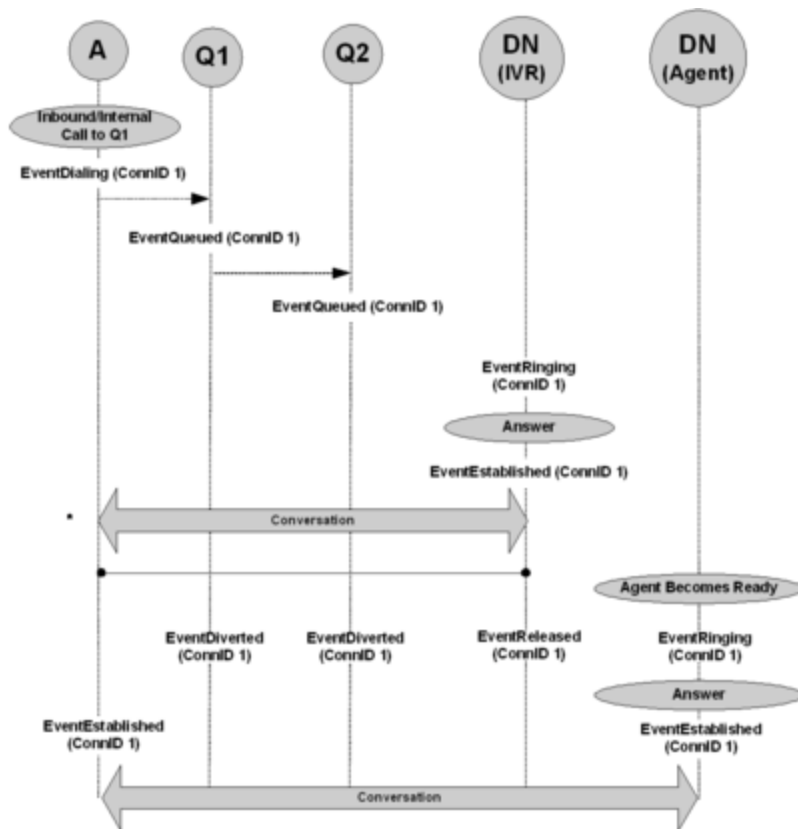
Multiple Queue, Call Treated at an IVR Port: Direct Treatment at IVR Port

External Party	Q1	Q2	IVR	Agent
Inbound **/Internal Call to Q1**	**Call to Q1**			
EventDialing ConnID **1** ThisDN **A** ThisDNRole **Origination** OtherDN* **Q1** OtherDNRole **Destination**				
	EventQueued ConnID **1** ThisDN **Q1** ThisQueue **Q1** OtherDN **A**			
		Call Placed in Second Queue		

External Party	Q1	Q2	IVR	Agent
		EventQueued ConnID **1** ThisDN **Q2** ThisQueue **Q2** OtherDN **A**		
			Call Placed Directly to IVR Port	
			EventRinging ConnID **1** ThisDN **IVR** OtherDN **A** CallState **ConverseOn**	
			Answer	
			EventEstablished ConnID **1** ThisDN **IVR** OtherDN **A**	
				Agent Ready
	EventDiverted ConnID **1** ThisDN **RQ2** ThisQueue **RQ2** OtherDN **A** ThirdPartyDN **AgentDN**	**EventDiverted** ConnID **1** ThisDN **Q2** ThisQueue **Q2** OtherDN **A** ThirdPartyDN **AgentDN**	**EventReleased** [a] ConnID **1** ThisDN **IVR** OtherDN **A**	**EventRinging** ConnID **1** ThisDN **AgentDN** ThisQueue **Q1** OtherDN **A**
				Answer
EventEstablished [b] ConnID **1** ThisDN **A** OtherDN **AgentDN** CallState **OK**				**EventEstablished** ConnID **1** ThisDN **AgentDN** ThisQueue **Q1** OtherDN **A** CallState **OK**

a. EventReleased can occur before an agent becomes available because the IVR finishes call treatment. b. In some deployments, EventEstablished for party A can occur at the same time as the IVR EventEstablished, especially if a call comes through the PSTN.

Abnormal Call Flow

Interruption Point	External Party	Q1	Q2	IVR	Agent
*	**EventReleased** OtherDN **Q1**	**EventAbandoned** ConnID **1** ThisDN **Q1**	**EventAbandoned** ConnID **1** ThisDN **Q2**	**EventReleased** ConnID **1** ThisDN **IVR**	

Interruption Point	External Party	Q1	Q2	IVR	Agent
		OtherDN **A**	OtherDN **A**	OtherDN **A**	

Multiple-Queue Call: Call Removed from Queue

The following graphic and table describe a multiple-queue call: with the call removed from the queue.
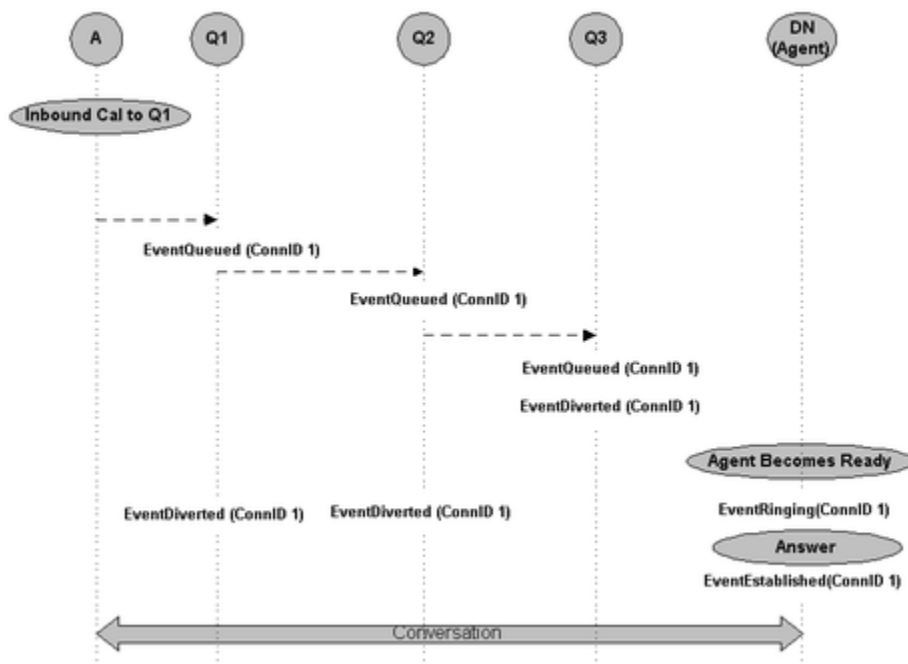
Multiple-Queue Call: Call Removed from Queue

A	Q1	Q2	IVR	Agent
Inbound Call to Q1	**Call to Q1**			
	EventQueued ConnID **1** ThisDN **Q1** ThisQueue **Q1** OtherDN **A**			
		Call Placed in		

A	Q1	Q2	IVR	Agent
		Second Queue		
		EventQueued ConnID **1** ThisDN **Q2** ThisQueue **Q2** OtherDN **A**		
			Call Placed in **Third Queue for Treatment When No Agents Ready**	
			EventQueued ConnID **1** ThisDN **Q3** ThisQueue **Q3** OtherDN **A**	
			Call Cleared **from Third Queue**	
			EventDiverted ConnID **1** ThisDN **Q3** ThisQueue **Q3** OtherDN **A** CallState **Cleared**	
				Agent Ready
	EventDiverted ConnID **1** ThisDN **Q1** ThisQueue **Q1** OtherDN **A** ThirdPartyDN **AgentDN**	**EventDiverted** ConnID **1** ThisDN **Q2** ThisQueue **Q2** OtherDN **A** ThirdPartyDN **AgentDN**		**EventRinging** ConnID **1** ThisDN **AgentDN** ThisQueue **Q1** OtherDN **A** CallState **OK**
				Answer
				EventEstablished ConnID **1** ThisDN **AgentDN** ThisQueue **Q1** OtherDN **A** CallState **OK**