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Genesys Events and Models Reference

Basic Call Models

12/14/2025

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Basic Call Models

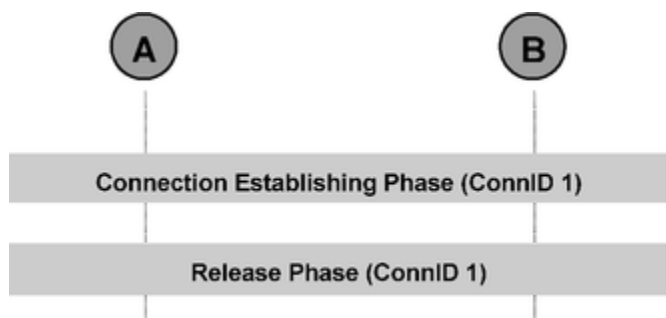
This section documents the basic scenarios under which calls arrive in a contact center.

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.

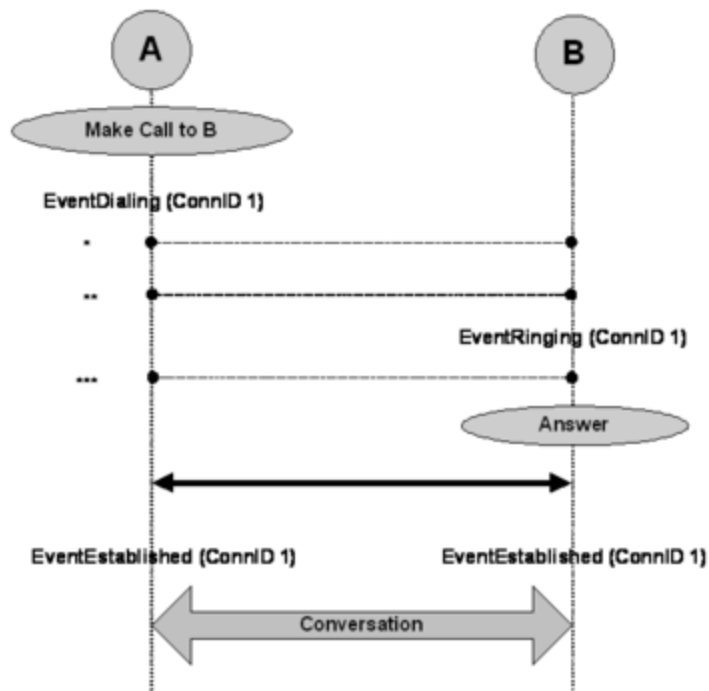
Simple Call Model



Simple Call Model

Connection-Establishing Phase (Internal/Inbound Call)

The following graphic and table describe the connection establishing phase (internal/inbound call).



Connection-Establishing Phase (Internal/Inbound Call)

PARTY A	PARTY B
Make Call to B (TMakeCall)	
EventDialing ConnID 1 ThisDN A ThisDNRole Origination OtherDN *DIAL OtherDNRole Destination *DIAL	
	EventRinging ConnID 1 ThisDN B ThisDNRole Destination OtherDN A OtherDNRole Origination CallState OK
	Answer (TAnswerCall)
EventEstablished ConnID 1 ThisDN A ThisDNRole Origination OtherDN B OtherDNRole Destination	EventEstablished ConnID 1 ThisDN B ThisDNRole Destination OtherDN A OtherDNRole Origination

PARTY A	PARTY B
Conversation	

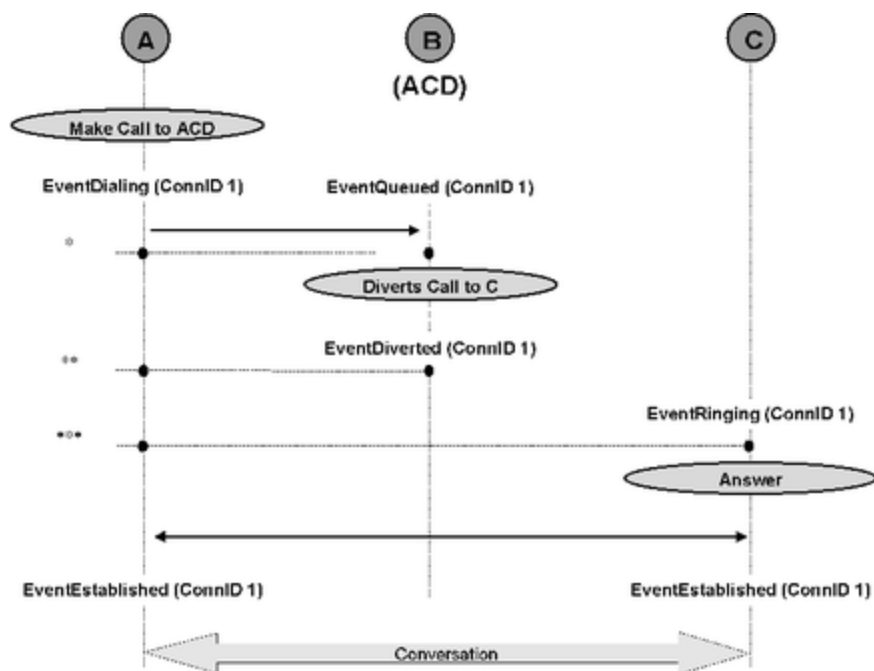
Abnormal Call Flow

Interruption Point	PARTY A	PARTY B
*	EventReleased ConnID 1 ThisDN A ThisDNRole Origination CallState OK	
**	EventDestinationBusy ConnID 1 ThisDN A ThisDNRole Origination CallState ^a	
***	EventReleased ConnID 1 ThisDN A ThisDNRole Origination OtherDN B ^{*DIAL} OtherDNRole Destination ^{*DIAL} CallState OK	EventAbandoned ConnID 1 ThisDN B OtherDN A CallState OK

a. CallState may have values that clarify the reason for the destination being busy, for instance CallState SitInvalidNum.

Connection-Establishing Phase (Internal/Inbound Call to ACD)

The following graphic and table describe the connection establishing phase (internal/inbound call to ACD).



Connection-Establishing Phase (Internal/Inbound Call to ACD)

PARTY A	PARTY B (ACD Group)	PARTY C
Make Call to B		
EventDialing ConnID 1 ThisDN A ThisDNRole Origination OtherDN B *DIAL OtherDNRole Destination *DIAL	EventQueued ConnID 1 ThisDN B ThisQueue B ThisDNRole Destination OtherDN A OtherDNRole Origination	
	Diverts call to C	
	EventDiverted ConnID 1 ThisDN B ThisQueue B ThisDNRole Destination OtherDN A OtherDNRole Origination ThirdPartyDN C *OPT ThirdPartyDNRole Destination *OPT	
		EventRinging ConnID 1 ThisDN C ThisQueue B ThisDNRole Destination OtherDN A

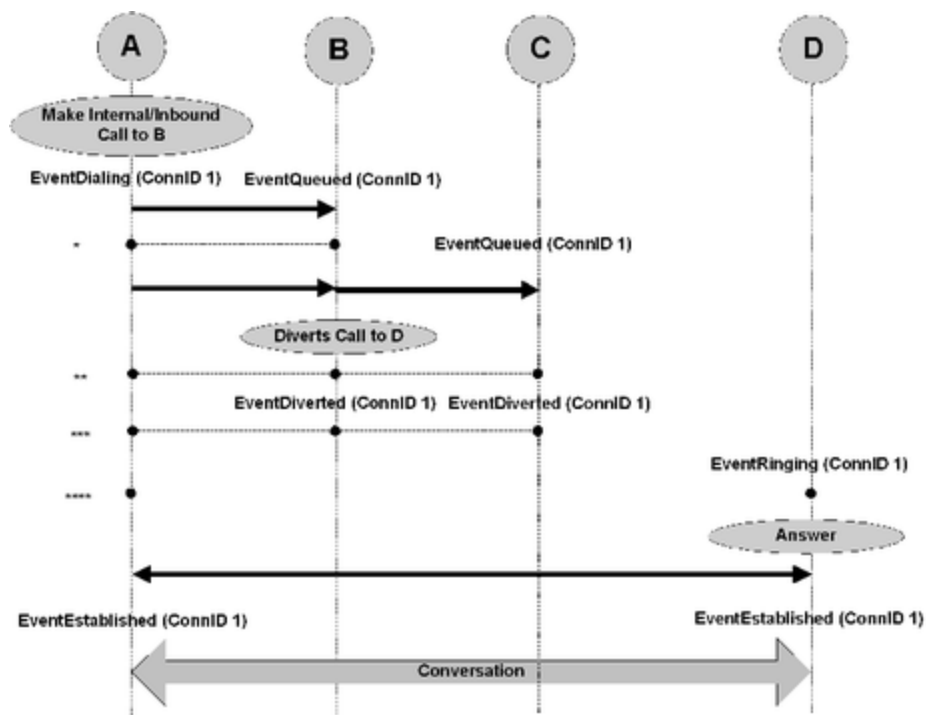
PARTY A	PARTY B (ACD Group)	PARTY C
		OtherDNRole Origination CallState OK
		Answer (TAnswerCall)
EventEstablished ConnID 1 ThisDN A ThisDNRole Origination OtherDN C OtherDNRole Destination		EventEstablished ConnID 1 ThisDN C ThisQueue B ThisDNRole Destination OtherDN A OtherDNRole Origination
Conversation		

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

Connection-Establishing Phase (Internal/Inbound Call Queued to Multiple ACDs)

The following graphic and table describe the connection establishing phase (internal/inbound call queued to multiple ACDs).



Connection-Establishing Phase (Internal/Inbound Call Queued to Multiple ACDs)

PARTY A	PARTY B (ACD)	PARTY C (ACD)	PARTY D
Make Internal/ Inbound Call to B (ACD)			
EventDialing ConnID 1 ThisDN A ThisDNRole Origination OtherDN B *DIAL OtherDNRole Destination *DIAL	EventQueued ConnID 1 ThisDN B ThisQueue B ThisDNRole Destination OtherDN A OtherDNRole Origination		
		EventQueued ConnID 1 ThisDN C ThisQueue C ThisDNRole Destination OtherDN A OtherDNRole Origination	
	Diverts Call to D		
	EventDiverted	EventDiverted	

PARTY A	PARTY B (ACD)	PARTY C (ACD)	PARTY D
	ConnID 1 ThisDN B ThisDNRole Origination OtherDN C OtherDNRole Destination	ConnID 1 ThisDN C ThisQueue C ThirdPartyDN D ThirdPartyQueue B CallState Redirected ^a	
			EventRinging ConnID 1 ThisDN D ThisQueue B ThisDNRole Destination OtherDN A OtherDNRole Origination CallState OK
			Answer (TAnswerCall)
EventEstablished ConnID 1 ThisDN A ThisDNRole Origination OtherDN D OtherDNRole Destination CallState OK			EventEstablished ConnID 1 ThisDN D ThisDNRole Destination OtherDN A OtherDNRole Origination CallState OK
Conversation			

a. For ACD configurations where calls are distributed to agents assigned directly to ACD groups, CallState and its value of Redirected are present. For ACD configurations where calls are distributed to agents assigned to secondary ACD groups associated with top-level ACD queues, the CallState, with the value Redirected, is not present.

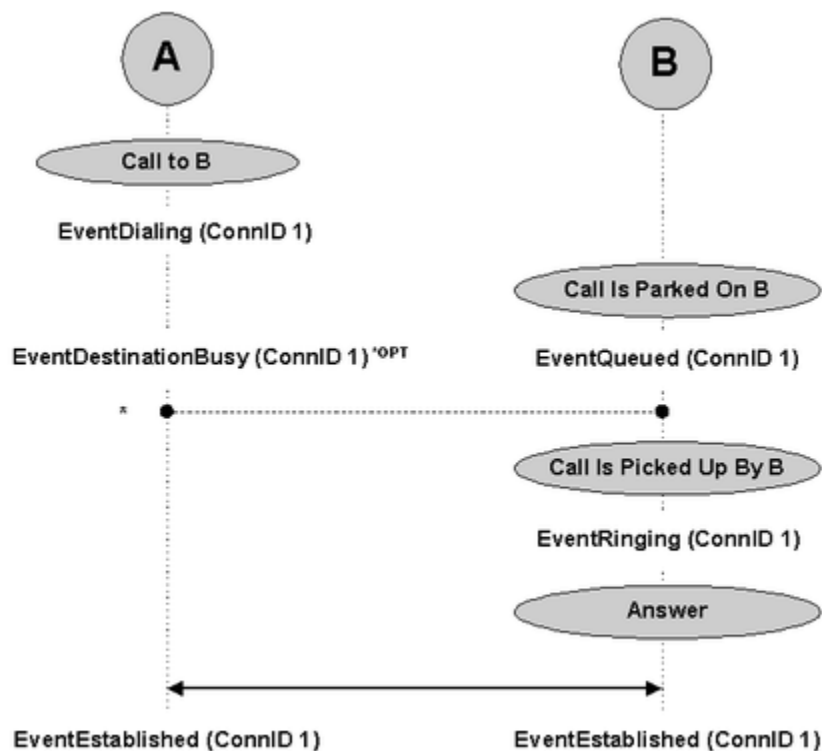
Abnormal Call Flow

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

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

Connection-Establishing Phase (Internal/Inbound Call with Call Parking)

The following graphic and table describe the connection establishing phase (internal/inbound call with call parking).



Connection-Establishing Phase (Internal/Inbound Call with Call Parking)

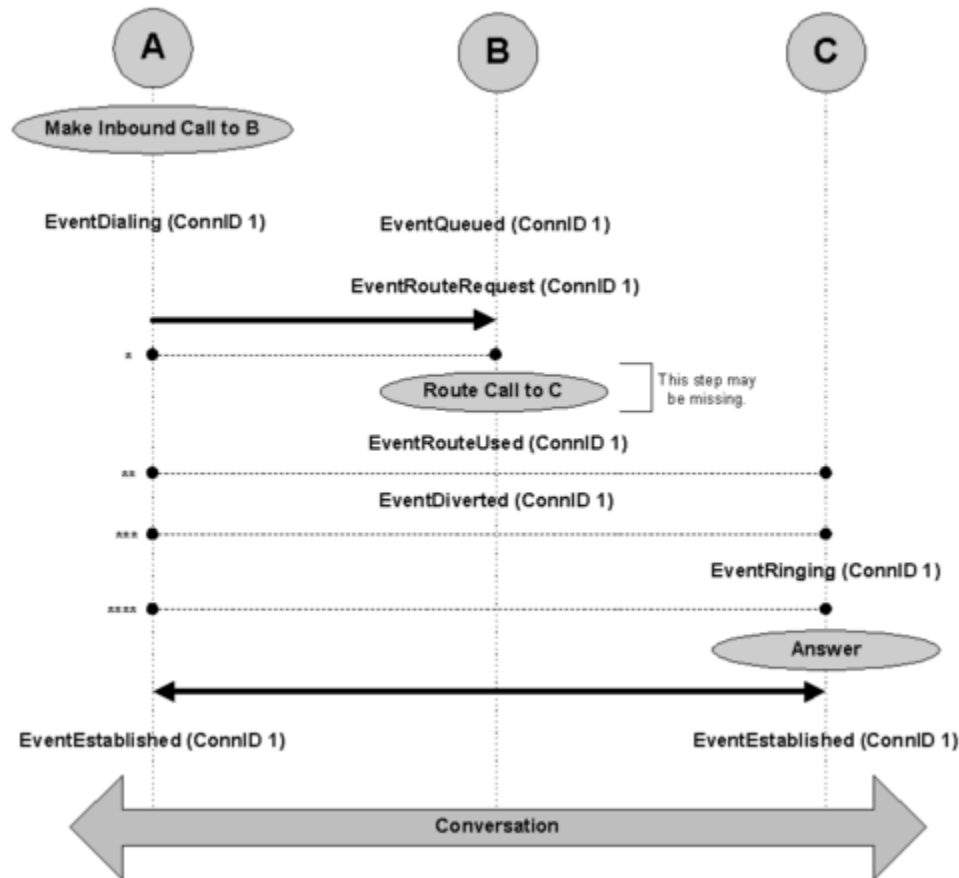
PARTY A	PARTY B
Make Call To B (TMakeCall)	
EventDialing ConnID 1 ThisDN A ThisDNRole Origination OtherDN B *DIAL OtherDNRole Destination *DIAL	
	Call Is Parked On B
EventDestinationBusy *OPT ConnID 1 ThisDN A ThisDNRole Origination OtherDN B *DIAL OtherDNRole Destination *DIAL	EventQueued ConnID 1 ThisDN B ThisDNRole Destination OtherDN A OtherDNRole Origination CallState OK
	Call Is Picked Up By B
	EventRinging ConnID 1 ThisDN B ThisDNRole Destination OtherDN A OtherDNRole Origination CallState OK
	Answer (TAnswerCall)
EventEstablished ConnID 1 ThisDN A ThisDNRole Origination OtherDN B OtherDNRole Destination	EventEstablished ConnID 1 ThisDN B ThisDNRole Destination OtherDN A OtherDNRole Origination
Conversation	

Abnormal Call Flow

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

Connection-Establishing Phase (Internal/Inbound Call with Routing—RouteQueue Case)

The following graphic and table describe the connection establishing phase (internal/inbound call with routing - RouteQueue case).



Connection-Establishing Phase (Internal/Inbound Call with Routing—RouteQueue Case)

PARTY A	PARTY B (Routing Point/CDN)	PARTY C
Make Incoming Call to Information Service		
EventDialing ConnID 1 ThisDN A ThisDNRole Origination OtherDN B OtherDNRole Destination	EventQueued ConnID 1 ThisDN B ThisQueue B ThisDNRole Destination OtherDN A OtherDNRole Origination EventRouteRequest ConnID 1 ThisDN B	

PARTY A	PARTY B (Routing Point/CDN)	PARTY C
	ThisQueue B ThisDNRole Destination OtherDN A OtherDNRole Origination	
	Route Call to C ^a (TRouteCall)	
	EventRouteUsed ConnID 1 ThisDN B ThisDNRole Destination OtherDN A OtherDNRole Origination ThirdPartyDN C *OPT ThirdPartyDNRole Destination *OPT EventDiverted ConnID 1 ThisDN B ThisQueue B ThisDNRole Destination OtherDN A OtherDNRole Origination ThirdPartyDN C *OPT ThirdPartyDNRole Destination *OPT	
		EventRinging ConnID 1 ThisDN C ThisQueue B ThisDNRole Destination OtherDN A OtherDNRole Origination CallState OK
		Answer (TAnswerCall)
EventEstablished ConnID 1 ThisDN A ThisDNRole Origination OtherDN C OtherDNRole Destination		EventEstablished ConnID 1 ThisDN C ThisDNRole Destination OtherDN A OtherDNRole Origination
Conversation		

a. RouteCall to C (TRouteCall()) may be missing.

Abnormal Call Flow

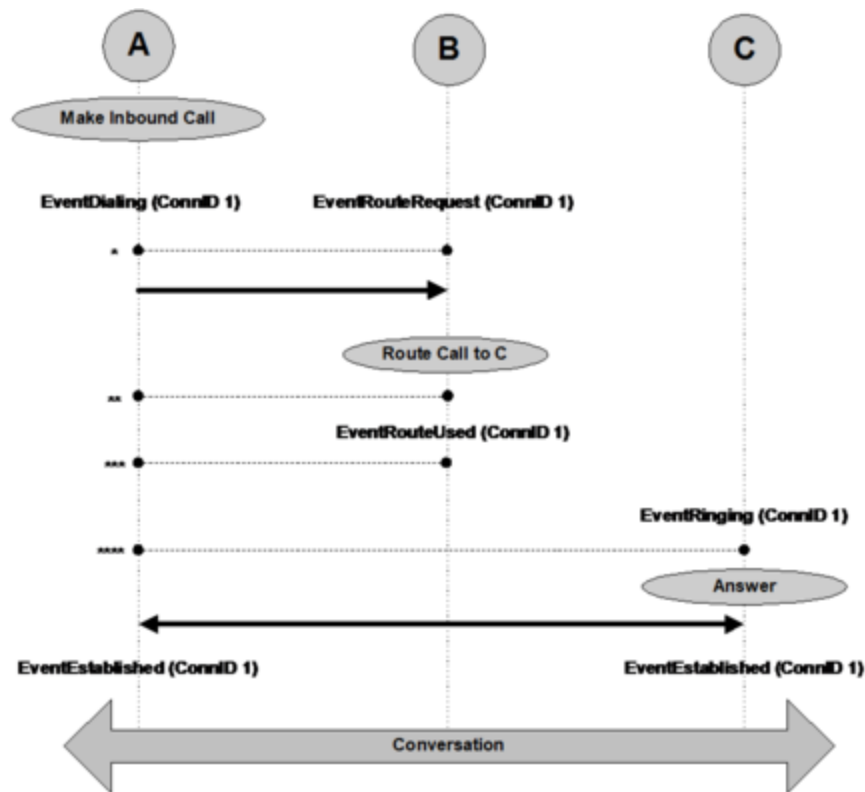
Interruption Point	PARTY A	PARTY B	PARTY C
*	EventReleased	EventAbandoned	
And	ConnID 1	ConnID 1	

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

a. RouteCall to C (TRouteCall()) may be missing.

Connection-Establishing Phase (Internal/Inbound Call with Routing)

The following graphic and table describe the connection establishing phase (internal/inbound call with routing).



Connection-Establishing Phase (Internal/Inbound Call with Routing)

PARTY A	PARTY B (Routing Point/CDN)	PARTY C
Make Incoming Call to Information Service		
EventDialing ConnID 1 ThisDN A ThisDNRole Origination OtherDN B ^{*DIAL} OtherDNRole Destination ^{*DIAL}	EventRouteRequest ConnID 1 ThisDN B ThisDNRole Destination OtherDN A OtherDNRole Origination	
	Route Call to C ^a (TRouteCall)	
	EventRouteUsed ConnID 1 ThisDN B ThisDNRole Destination OtherDN A OtherDNRole Origination ThirdPartyDN C ^b ThirdPartyDNRole Destination ^{*OPT} CallState OK/Redirected ^c	
		EventRinging ConnID 1

PARTY A	PARTY B (Routing Point/CDN)	PARTY C
		ThisDN C ThisDNRole Destination OtherDN A OtherDNRole Origination CallState OK
		Answer (TAnswerCall)
EventEstablished ConnID 1 ThisDN A ThisDNRole Origination OtherDN C OtherDNRole Destination		EventEstablished ConnID 1 ThisDN C ThisDNRole Destination OtherDN A OtherDNRole Origination
Conversation		

a. Not present if a call has been routed by default; that is, a switch did not receive any routing instruction from a computer domain within a timeout configured on the switch side (scripted or otherwise) and therefore processed the call using switch logic. b. Content of ThirdPartyDN depends on the call scenario:

- If information about the destination is available at the moment EventRouteUsed is generated, this attribute is mandatory; a DN where the call has been delivered must be reported.
- If the information is not available, but the call has been routed through T-Server, this attribute is mandatory; a DN where the call has been sent must be reported.
- If a call has been routed to a default destination or routed by another application, this attribute is optional (depends on switch capabilities).

c. CallState has a value of Redirected (22) if a call has been routed by a switch. For Aspect ACD, Rockwell Spectrum, and Hicom 300 E CS switches, the attribute CallState is not present.

Abnormal Call Flow

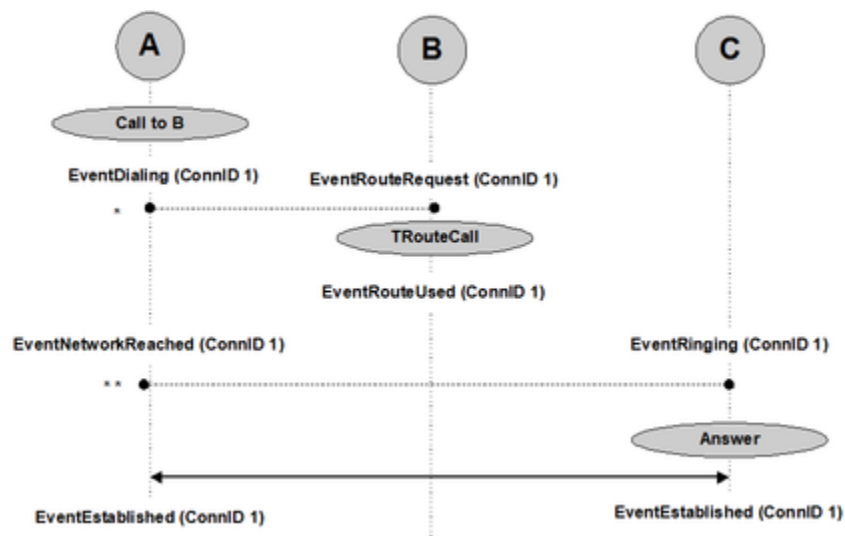
Interruption Point	PARTY A	PARTY B	PARTY C
*	EventReleased ConnID 1 ThisDN A OtherDN B CallState OK	EventAbandoned ConnID 1 ThisDN B OtherDN A CallState OK	
**	EventReleased ConnID 1 ThisDN A OtherDN C CallState OK	EventAbandoned^a ConnID 1 ThisDN B OtherDN A CallState OK	
***	EventReleased		

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

a. EventError must be sent after EventAbandoned in this case to make the ReferenceID available.

Connection-Establishing Phase (Internal/Inbound Call with Routing Outbound)

The following graphic and table describe the connection establishing phase (internal/inbound call with routing outbound).



Connection-Establishing Phase (Internal/Inbound Call with Routing Outbound)

PARTY A	PARTY B (Routing Point)	PARTY C
Incoming Call		
EventDialing	EventRouteRequest	

PARTY A	PARTY B (Routing Point)	PARTY C
ConnID 1 ThisDN A ThisDNRole Origination OtherDN B *DIAL OtherDNRole Destination *DIAL	ConnID 1 ThisDN B ThisDNRole Destination OtherDN A OtherDNRole Origination	
	Route Call to C ^a (TRouteCall)	
EventNetworkReached ConnID 1 ThisDN A ThisDNRole Origination OtherDN C *DIAL OtherDNRole Destination *DIAL	EventRouteUsed ConnID 1 ThisDN B ThisDNRole Destination OtherDN A OtherDNRole Origination ThirdPartyDN C ^b ThirdPartyDNRole Destination *OPT CallState OK/Redirected ^c	EventRinging ConnID 1 ThisDN C ThisDNRole Destination OtherDN A OtherDNRole Origination CallState OK
		Answer (TAnswerCall)
EventEstablished ConnID 1 ThisDN A ThisDNRole Origination OtherDN C OtherDNRole Destination		EventEstablished ConnID 1 ThisDN C ThisDNRole Destination OtherDN A OtherDNRole Origination
Conversation		

a. Not present if a call has been routed by default; that is, a switch did not receive any routing instruction from a computer domain within a timeout configured on the switch side (scripted or otherwise) and therefore processed the call using switch logic. b. Content of ThirdPartyDN depends on the call scenario:

- If information about the destination is available at the moment EventRouteUsed is generated, this attribute is mandatory; a DN where the call has been delivered must be reported.
- If the information is not available, but the call has been routed through T-Server, this attribute is mandatory; a DN where the call has been sent must be reported.
- If a call has been routed to a default destination or routed by another application, this attribute is optional (depends on switch capabilities).

c. CallState has a value of Redirected (22) if a call has been routed by a switch. For Nortel Communication Server 1000 with SCCS MLS, Aspect ACD, Rockwell Spectrum, and Hicom 300 E CS switches, the attribute CallState is not present.

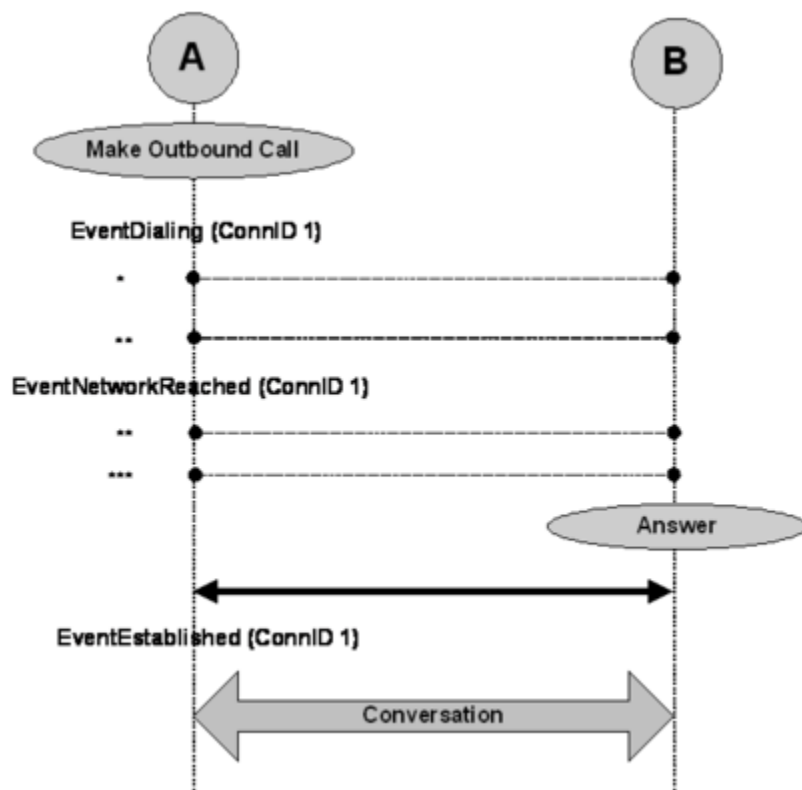
Abnormal Call Flow

Interruption Point	PARTY A	PARTY B	PARTY C
*	EventReleased	EventAbandoned	

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

Connection-Establishing Phase (Outbound Call)

The following graphic and table describe the connection establishing phase (outbound call).



Connection-Establishing Phase (Outbound Call)

PARTY A	PARTY B
Make Outside Call (TMakeCall)	

PARTY A	PARTY B
EventDialing ConnID 1 ThisDN A ThisDNRole Origination OtherDN B *DIAL OtherDNRole Destination *DIAL	
EventNetworkReached ^a ConnID 1 ThisDN A ThisDNRole Origination OtherDN B *DIAL OtherDNRole Destination *DIAL	
	Answer
EventEstablished ConnID 1 ThisDN A ThisDNRole Origination OtherDN B *OPT OtherDNRole Destination *OPT	
Conversation	

a. When a switch does not report network reached, T-Server simulates EventNetworkReached right before distributing EventEstablished.

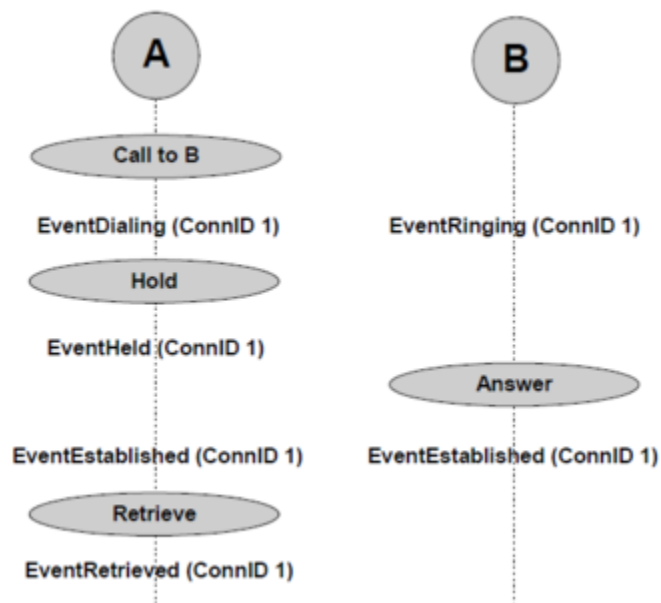
Abnormal Call Flow

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

a. CallState may have values that clarify the reason for the destination being busy, for instance CallStateSitInvalidNum.

Connection-Establishing Phase While On Hold (Internal/Outbound Call)

The following graphic and table describe the connection establishing phase (internal/outbound call).



Connection-Establishing Phase While On Hold (Internal/Outbound Call)

PARTY A	PARTY B
Call to B	
EventDialing ConnID 1 ThisDN A ThisDNRole Origination OtherDN B OtherDNRole Destination CallState OK	EventRinging ConnID 1 ThisDN B ThisDNRole Destination OtherDN A OtherDNRole Origination CallState OK
Hold	
EventHeld ConnID 1	

PARTY A	PARTY B
ThisDN A OtherDN B	
	Answer
EventEstablished ConnID 1 ThisDN A OtherDN B	EventEstablished ConnID 1 ThisDN B OtherDN A
Retrieve	
EventRetrieved ConnID 1 ThisDN A OtherDN B CallState OK	