

## **GENESYS**

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## Genesys Events and Models Reference

**Basic Interaction Models** 

## Basic Interaction Models

This section presents models representing basic tasks that the Multimedia components perform in terms of scenarios. Some scenarios are made up of a single model. Others consist of several models that represent different temporal phases. Others collect several models that represent different but related versions of a single general scenario.

The events that occur in each model are all documented in Open Media Interaction Models documentation.

This section has the following subsections:

- Registration
- Media Server Submits Interaction
- Agent Submits Interaction
- Stop Processing
- Change Properties
- · Place Interaction in Oueue
- Place Interaction in Workbin
- Deliver Interaction to Agent
- Agent Pulls Interaction
- Transfer
- Conference
- Workbin Operations
- Snapshot Operations
- Intrusion
- Login/Logout
- Reporting Engine Connects
- · Disconnection and Failover
- Invoke Autoresponse