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# Genesys Events and Models Reference

Call Models and Flows

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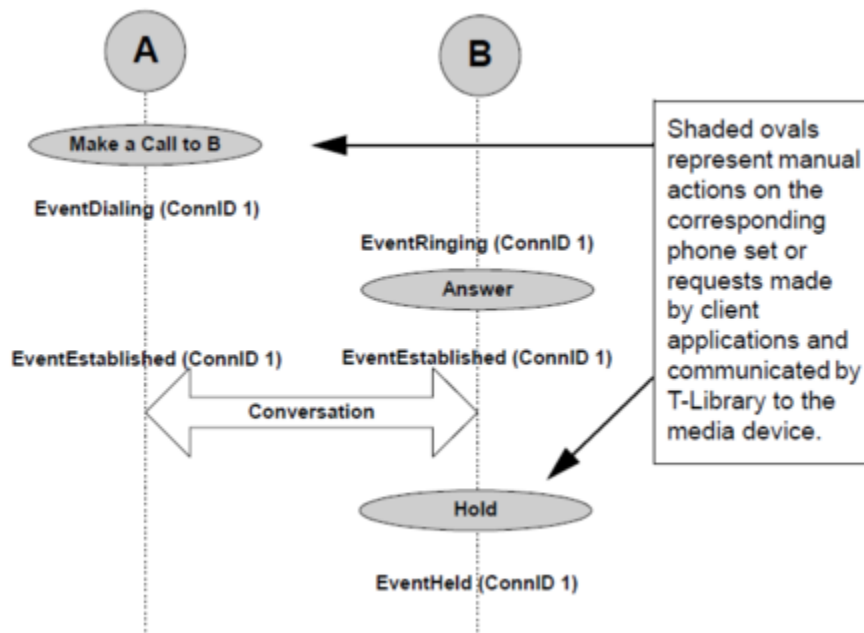
# Call Models and Flows

## Legend

All parties shown in a call scenario, except where stated explicitly, are considered internal and are monitored by T-Server. If one or more external parties participated in the call, the following apply:

- T-Server will not distribute any events to the external (nonmonitored) party.
- T-Server may not have any information about the nonmonitored party, so its reference may not be specified.

The following diagram illustrates a basic call model.



Sample Call Model

Activities like conference and transfer can be performed to an existing multi-party call (a conference call). When so, Party A is considered a "complex party" and the following apply:

- Events assigned to Party A, as shown in call scenarios, are sent to every party of "complex party."
- Reference to Party A in `AttributeOtherDN` are not present.

This is also represented in the following tables.

**Depiction of Complex Parties in Call Models 1**

<b>PARTY A (complex)</b>	<b>PARTY C</b>
<b>EventPartyChanged</b> ConnID <b>1</b> ThisDN <b>A</b> OtherDN <b>C</b>	<b>EventPartyChanged</b> ConnID <b>1</b> ThisDN <b>C</b> OtherDN <b>A</b>

**Depiction of Complex Parties in Call Models 2**

<b>PARTY A0</b>	<b>PARTY A1</b>	<b>PARTY C</b>
<b>EventPartyChanged</b> ConnID <b>1</b> ThisDN <b>A0</b> OtherDN <b>C</b>	<b>EventPartyChanged</b> ConnID <b>1</b> ThisDN <b>A1</b> OtherDN <b>C</b>	<b>EventPartyChanged</b> ConnID <b>1</b> ThisDN <b>C</b>

Since T-Library is a superset of functions, not every scenario described in this document is supported by every type of switch. For more details, see the [T-Server Deployment Guide](#) that applies to your T-Server/switch pair.

When more than one event is presented in one table cell, the order in which the events are distributed may vary.

Attributes ThirdPartyDN and ThirdPartyDN Role specify DNs to which two-step operations are initiated and completed.

A call is considered to be queued until either EventDiverted or EventAbandoned regarding the queue is generated.

**Comments**

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.

List of Call Models

- **Basic Call Models**
  - Simple Call Model
  - Connection-Establishing Phase (Internal/Inbound Call)
  - Connection-Establishing Phase (Internal/Inbound Call to ACD)
  - Connection-Establishing Phase (Internal/Inbound Call Queued to Multiple ACDs)
  - Connection-Establishing Phase (Internal/Inbound Call with Call Parking)
  - Connection-Establishing Phase (Internal/Inbound Call with Routing—RouteQueue Case)

- Connection-Establishing Phase (Internal/Inbound Call with Routing)
- Connection-Establishing Phase (Internal/Inbound Call with Routing Outbound)
- Connection-Establishing Phase (Outbound Call)
- Connection-Establishing Phase While On Hold (Internal/Outbound Call)
- **Releasing Calls**
  - Release Phase
  - Release from Conference Phase
  - Delete from Conference Phase
- **Holding, Transferring, and Conferencing**
  - Hold/Retrieve Function, Consulted Party Answers
  - Hold/Retrieve Function, Consulted Party Does Not Answer
  - Single-Step Transfer
  - Single-Step Transfer (Outbound)
  - Mute Transfer
  - Two-Step Transfer: Complete After Consulted Party Answers
  - Two-Step Transfer: Complete Before Consulted Party Answers (Blind)
  - Two-Step Transfer: to ACD
  - Two-Step Transfer: to a Routing Point
  - Trunk Optimization: Trunk Anti-Tromboning
  - Single-Step Conference
  - Conference
  - Blind Conference (Complete Before Consulted Party Answers)
  - Conference with Two Incoming Calls Using `TMergeCalls`
  - Special case: Multi-site ISCC Transfers and Conferences
- **Handling User Data**
  - Attaching/Updating User Data to Internal Call
  - Attaching/Updating User Data to Call by Third Party
- **Special Cases**
  - Outbound Call to a Busy Destination
  - Rejected Call
  - Internal Call to Destination with DND Activated
  - Call Forwarding (on No Answer)
  - Alternate-Call Service
  - Reconnect-Call Service

- Redirect-Call Service
- Internal/Inbound Call with Bridged Appearance
- Outbound Call from Bridged Appearance
- Hold/Retrieve for Bridged Appearance
- Internal/Inbound Call Answerable by Several Agents (Party B Answers)
- Call Treatment with Routing
- **Predictive Dialing**
  - Predictive Call
  - Predictive Call with Routing
  - Predictive Call (Connected to a Device Specified in Extensions)
- **Monitoring Calls**
  - Service Observing on Agent
  - Service Observing for Agent-Initiated Call
  - Service Observing on Queue
- **Working With Queues**
  - Multiple-Queue Call Treated at an IVR Port: Treatment at IVR Queue
  - Multiple-Queue, Call Treated at IVR Port: Direct Treatment at IVR Port
  - Multiple-Queue Call: Call Removed from Queue
- **Network T-Server Attended Transfer Call Flows**
  - Standard Network Call Initiation
  - Consultation Leg Initiation, Specific Destination
  - Failed Consultation: Specific Target
  - Consultation Leg Initiation, URS Selected Destination
  - Failed Consultation: URS Selected Destination
  - Transfer/Conference Completion: Explicit
  - Transfer Completion: Implicit
  - Conference Completion
  - Alternate Call Service
  - Alternate Call Service with Transfer Completion
  - Explicit Reconnect
  - Implicit Reconnection (by SCP)
  - Implicit Reconnection (by Network T-Server)
  - Caller Abandonment
  - Network Single-Step Transfer

- Premature Disconnection, One Variation
- Premature Disconnection, a Second Variation
- Transactional Error
- **Shared Call Appearance**