Genesys Events and Models Reference
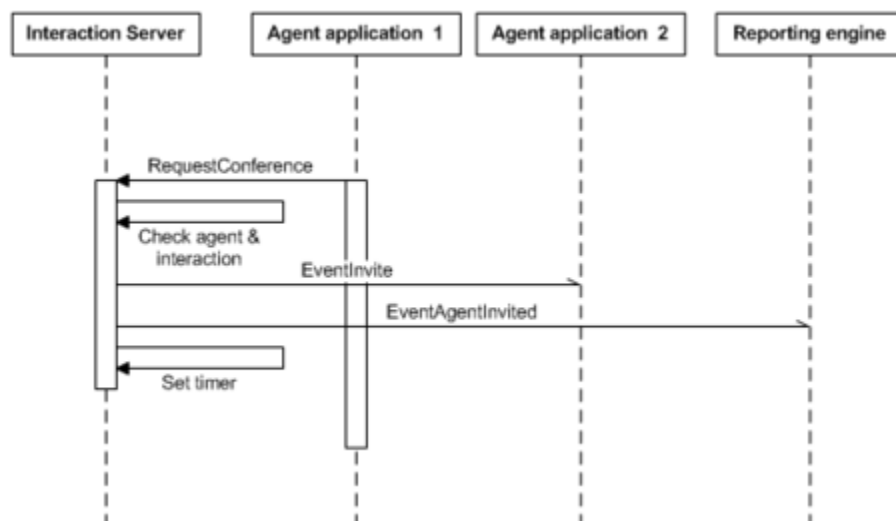
Conference

5/4/2025

Contents

Conference

This set of models illustrates the following scenario:

1. One agent invites another to join a conference.
2. One of the following happens:
    *   The second agent accepts the invitation and joins the conference.
    *   The second agent rejects the invitation.
    *   There is no response and the invitation times out.
    *   Interaction Server finds that either the first agent application or the interaction is invalid.
3. If the second agent accepts, the conference proceeds until the second agent then attempts to leave the conference, successfully or not.

Invitation Issued

In this phase, shown in the following figure, Agent 1 invites Agent 2 to join a conference.

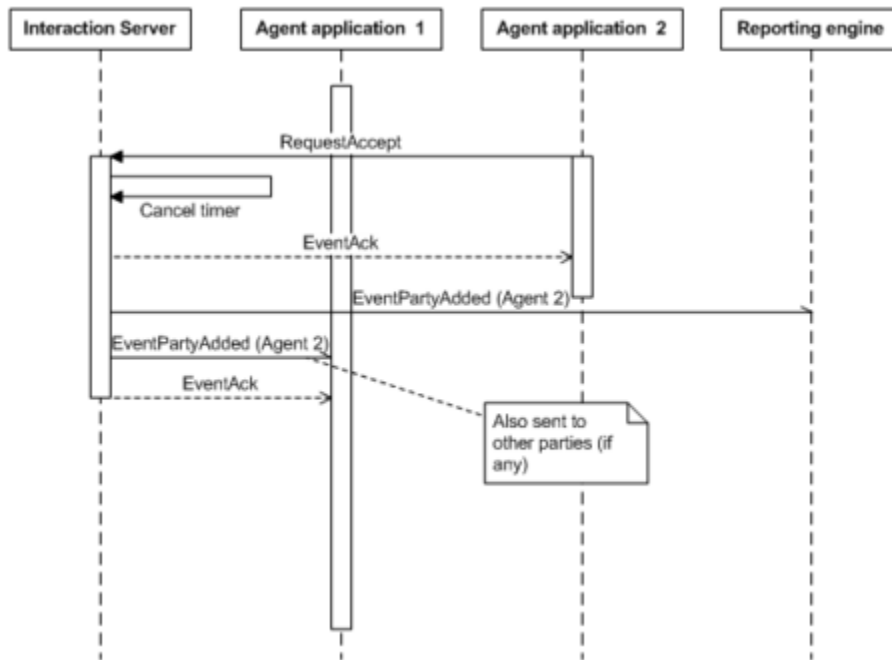Conference Invitation Issued

This phase uses the messages shown in the following table:

Messages in Conference Invitation Issued

Message	Protocol
EventAgentInvited	Reporting
EventInvite	Interaction Management

Invitation Accepted

In this phase, shown in the following figure, Agent 2 accepts the invitation and Interaction Server informs all parties to the interaction that Agent 2 has joined.
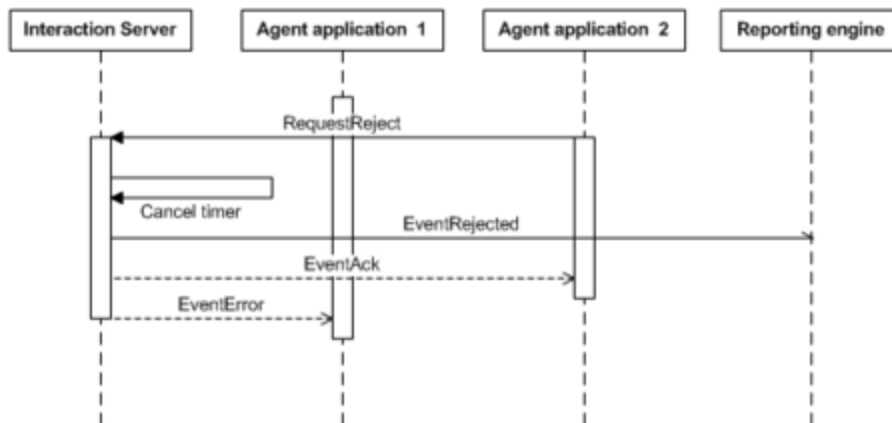

Conference Invitation Accepted

This phase uses the messages shown in the following table:

Messages in Conference Invitation Accepted

Message	Protocol
EventAck	Interaction Management
EventPartyAdded	Reporting and Interaction Management

Invitation Rejected

In this phase, shown in the following figure, Agent 2 rejects the invitation.
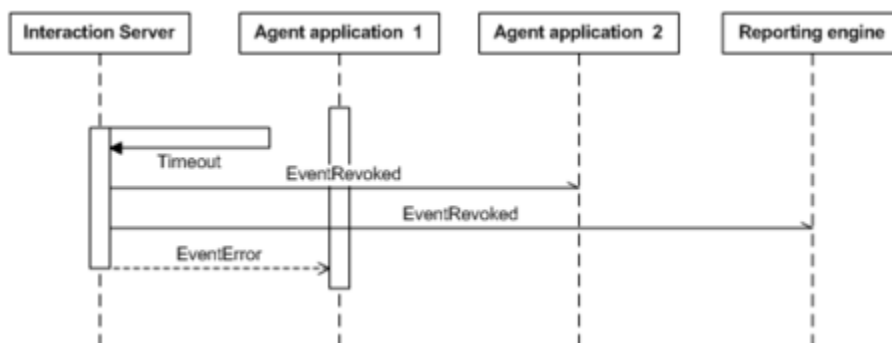
Conference Invitation Rejected

This phase uses the messages shown in the following table:

Messages in Conference Invitation Rejected

Message	Protocol
EventAck	Interaction Management
EventError	Interaction Management
EventRejected	Reporting

Invitation Times Out

In this phase, shown in the following figure, Agent 2 does not respond within the timeout period, so Interaction Server revokes the invitation.

Conference Invitation Times Out

This phase uses the messages shown in the following table:

Messages in Conference Invitation Time Out

Message	Protocol
EventError	Interaction Management

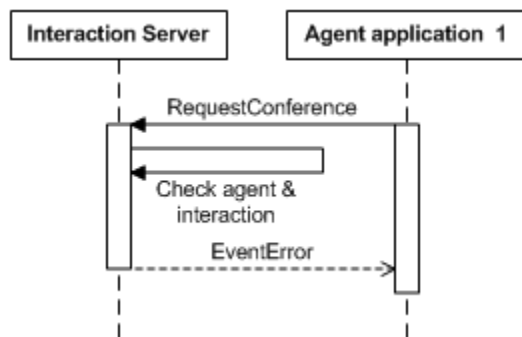| Message	Protocol
EventRevoked	Interaction Management

Invitation Is Invalid

In this phase, shown in the following figure, Interaction Server finds that either the agent or the interaction is not valid (for example, the agent is not registered with Interaction Server).

> **Important**
>
> This phase replaces, rather than follows, the initial phase Invitation Issued.

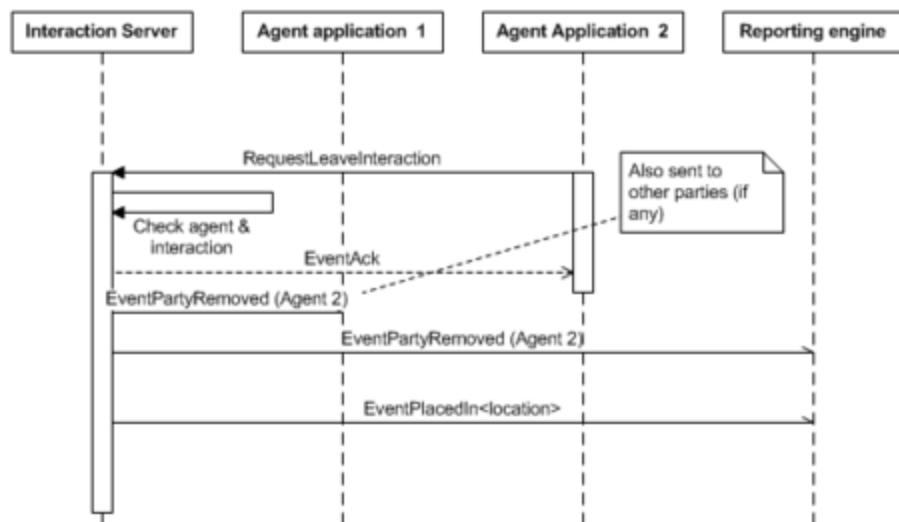Conference Invitation Is Invalid

This phase uses the messages shown in the following table:

Messages in Conference Invitation Is Invalid

Message	Protocol
EventError	Interaction Management

Leave the Conference

In this phase, shown in the following figure, Agent 2 leaves the conference.

Leave the Conference

When the last party leaves the interaction, Interaction Server returns the interaction to its former location and informs the Reporting engine.
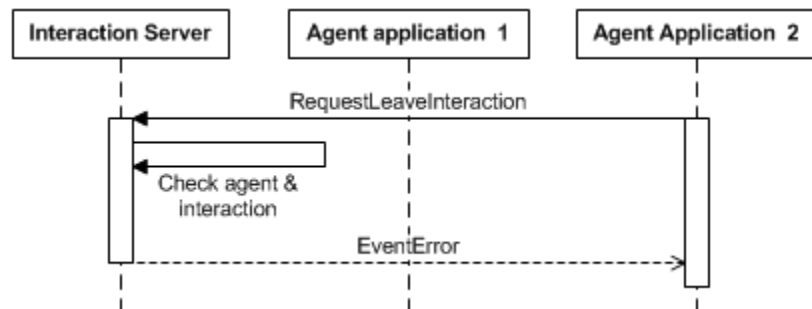
This phase uses the messages shown in the following table:

Messages in Leave the Conference

Message	Protocol
EventAck	Interaction Management
EventPartyRemoved	Interaction Management
EventPartyRemoved	Reporting
EventPlacedInQueue	Reporting
EventPlacedInWorkbin	Reporting

Fail to Leave the Conference

In this phase, shown in the following figure, Agent 2 attempts to leave the conference, but Interaction Server rejects the request.

Fail to Leave the Conference

This phase uses the messages shown in the following table:

Messages in Fail to Leave the Conference

Message	Protocol
EventError	Interaction Management