



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Genesys Events and Models Reference

Conference Call Flow Diagrams

9/7/2025

---

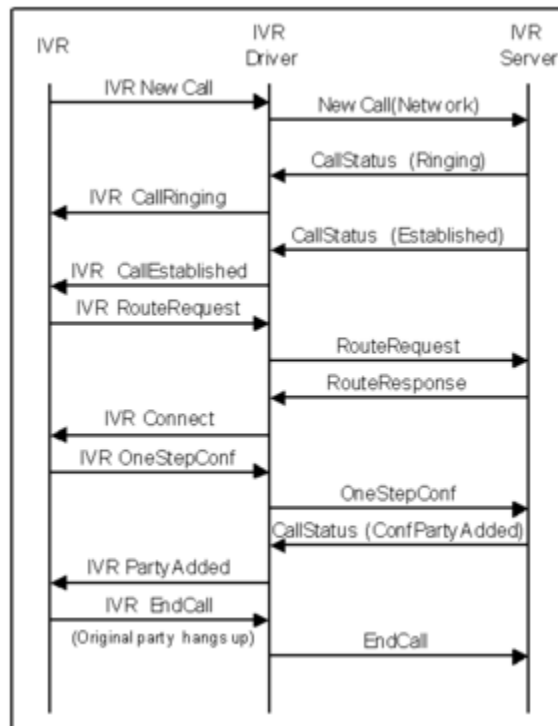
## Contents

- 1 Conference Call Flow Diagrams
  - 1.1 One-Step Conference
  - 1.2 One-Step Conference, Scenario 2
  - 1.3 Conference Consult Call
  - 1.4 Conference Consult Call, Scenario 2
  - 1.5 Conference Consult Call (Busy)
  - 1.6 Conference Consult Call (Failed)

# Conference Call Flow Diagrams

The following call flow diagrams illustrate several scenarios involving conferenced calls.

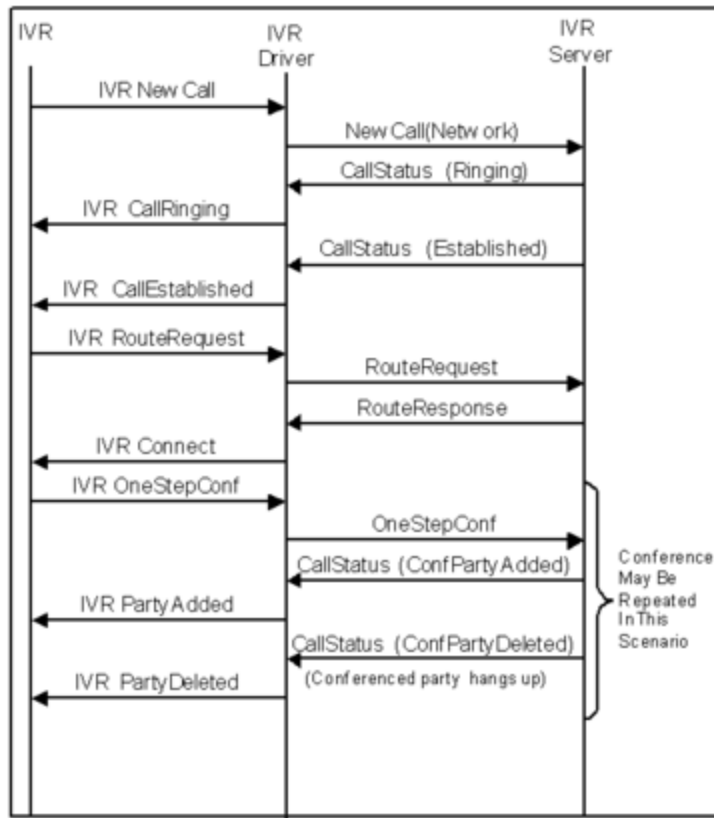
## One-Step Conference



Call Flow for a One-Step Conference

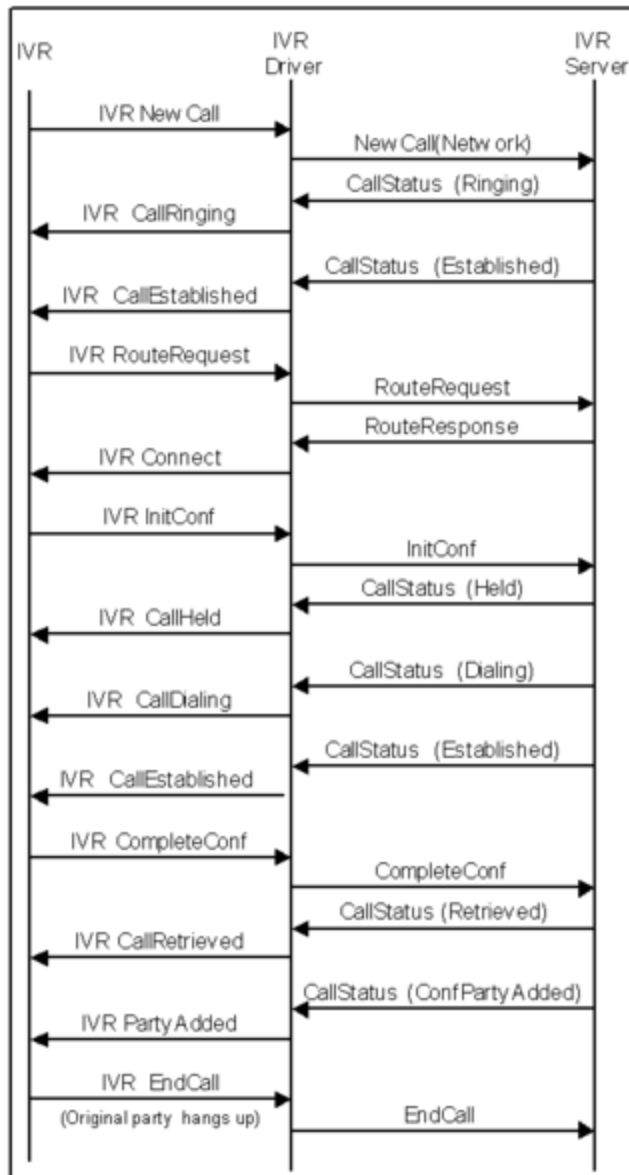
If a `CallError` occurs, IVR Server automatically returns you to the same status as before the conference call was started. This means that the original call is retrieved without any input from the IVR.

## One-Step Conference, Scenario 2



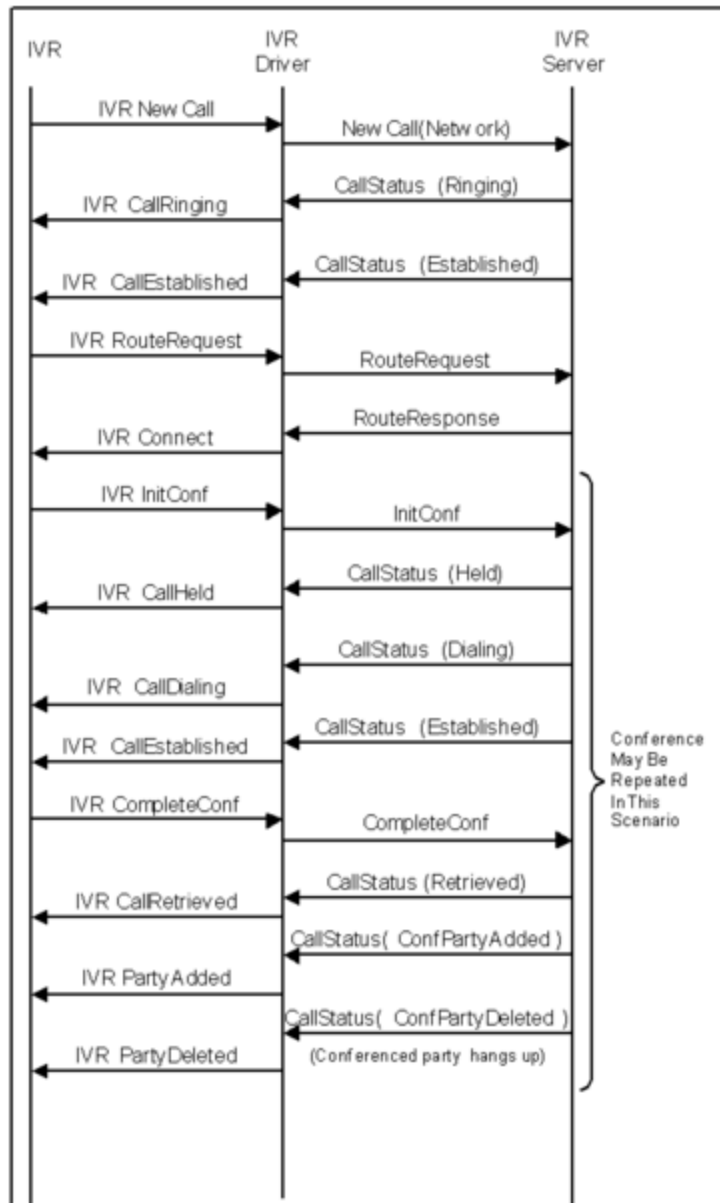
One-Step Conference with Alternative Disconnect Scenario

## Conference Consult Call



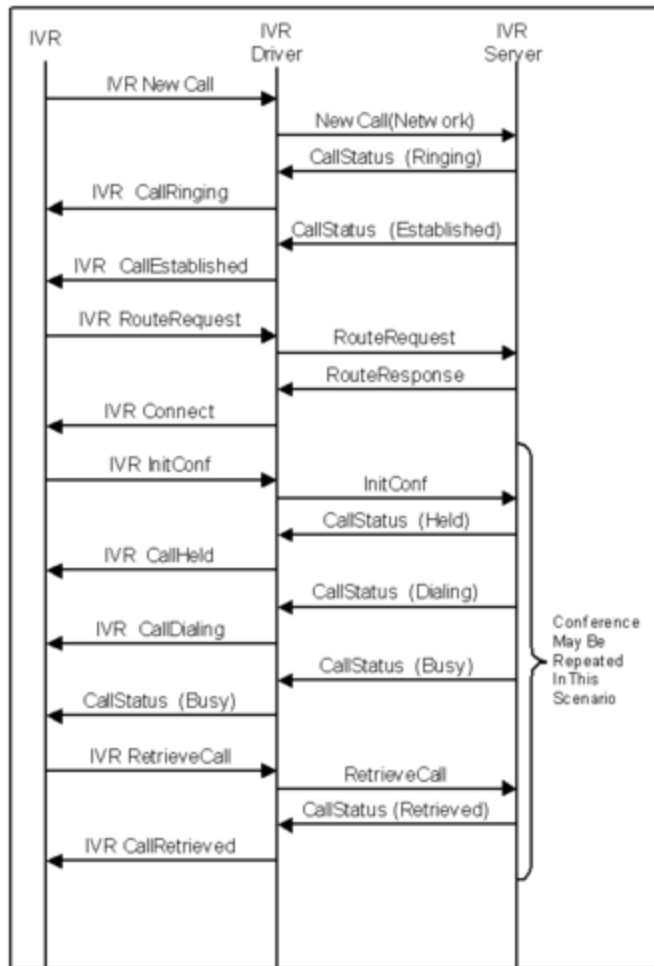
Call Flow for Conference Consult Call

## Conference Consult Call, Scenario 2



Conference Consult Call Alternative Scenario

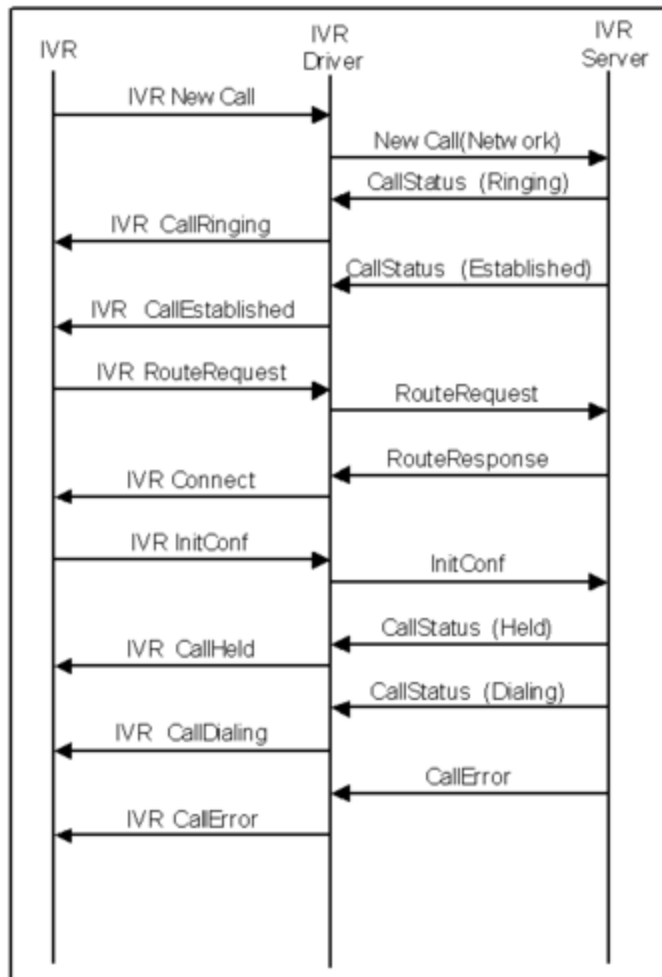
## Conference Consult Call (Busy)



Conference Consult Call, Line Busy

A Busy response is not considered an error. When the party which is to be conferenced with the original caller is busy, the IVR driver must send a `RetrieveCall` message to retrieve the original call. Compare this to [Conference Consult Call \(Failed\)](#).

## Conference Consult Call (Failed)



Conference Consult Call Failed Call Flow

If a `CallError` occurs, IVR Server automatically returns you to the same status as before the conference call was started. This means that the second call is terminated and the original call is retrieved without any input from the IVR.

**Important**

If the IVR tries to retrieve the original call after a `CallError` message, the IVR will receive another error message because the original call has already been taken off hold.