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Genesys Events and Models Reference

Extensions

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Extensions

Contents

An *extension* is a pointer to a data structure that takes into account switch-specific features and information that cannot be described by the other parameters in an event or a request. The extensions detailed in this section, however, pertain only to requests. They are applicable to all T-Servers and permit tuning of T-Server operations. Extensions for requests that apply only to particular T-Servers are described in the individual T-Server Deployment Guides.

> **Important**
>
> T-Library Events for information on the key-value pairs (the extensions) that appear in the `Extensions` attribute of events (as members of the TEvent structure).

Hardware Reasons in Extensions

In most cases, hardware-issued reasons are noted in the `ReasonCode` key-value pair in the `Extensions` attribute of four specific function calls and their corresponding events. (See TAgentLogin, TAgentLogout, TAgentSetReady, and TAgentSetNotReady for more information.) However, such issues are not limited to being present in those four functions (or their corresponding events).

Hardware-based reasons, as passed by extensions, are handled differently than Genesys reasons. For an illustration of the handling differences between hardware-based reasons and Genesys reasons, see the Genesys Reasons versus Media-Device Reasons diagram.

Extensions Common to All T-Servers According to Request

This section details the relationship between certain extensions and the relationships they may have with specific requests.

ISCC Extensions

> **Important**
>
> With the 7.0 release of T-Library, the `iscc` prefix for extensions does not necessarily mean that multiple sites are involved in a given request. These extensions are now supported for single-site scenarios as well.

The `Extensions` attributes in the following table apply to requests passed between T-Servers. (In multi-site environments, these are ISCC-processed requests.) The requests that use these extensions include the functions `TMakeCall()`, `TInitiateConference()`, `TInitiateTransfer()`, `TMuteTransfer()`, `TSingleStepTransfer()`, `TRouteCall()`, and `TGetAccessNumber()`.

Extensions Common to All ISCC-Processed Requests

Key	Value	Value Description
iscc-pass-extension[a]	string (`local`, `remote`, or `both`)	Controls where extension attributes are passed from an original client request.
iscc-xaction-type	integer (or string value of one of the enumerated route types)	Routing type to be used. See `TXRouteType()` in your API reference for the complete list of route types available.
iscc-ar-agent-dn	string	Destination DN
iscc-ar-agent-id	string	Destination agent's ID
iscc-ar-place	string	The destination agent's place
iscc-ar-duration	integer	Required time that an agent is to be reserved, in milliseconds (Specify `-1` to use the default of `100000` milliseconds.)
iscc-ar-priority	integer	Requested priority (Specify `-1` to use default of `0`, the lowest priority value.)
iscc-ar-priority-1	integer	Additional granularity for setting priority. These are only evaluated if there are several concurrent requests with the same `iscc-ar-priority`. If any of these sub-priorities is absent, its value is assumed to be `0`.
iscc-ar-priority-2	integer	
iscc-ar-priority-3	integer	

a. Exception: Do not use `iscc-pass-extension` with the `TGetAccessNumber()` function.
Note: To insure backward compatibility to 6.x and in order to comply with certain T-Servers, the default value for this key-value pair is both. An explicit value for iscc-pass-extensions is expected with ISCC requests when the same extensions interfere with origination and destination T-Servers. When the iscc-pass-extensions pair contains an invalid value, the default value is used.

For all requests taking place between T-Servers, when the `cast-type` has the value `route`, extensions are passed to the media device noted in the function `TRouteCall()` from the `ExtRoutePoint` to the requested destination. After the first unsuccessful attempt to route a call that arrives at a final destination, subsequent `TRouteCall()` requests do not contain extensions from an original client's request.

TAgentLogin, TAgentLogout, TAgentSetReady, and TAgentSetNotReady

The `Extensions` attribute listed in the following table is used to pass hardware reason codes and pertains to all of the following functions: `TAgentLogin()`, `TAgentLogout()`, `TAgentSetReady()`, and `TAgentSetNotReady()`. Recall that these are the typical, but not the exclusive, functions where hardware-reason codes are found.

Extensions in TAgentLogin, TAgentLogout, TAgentSetReady, and TAgentSetNotReady

Key	Value	Value Description
ReasonCode	String	A hardware reason code

Key	Value	Value Description
		available for communication through these four function calls.

> **Important**
>
> The corresponding events (`EventAgentLogin`, `EventAgentLogout`, `EventAgentReady`, and `EventAgentNotReady`) for these four functions communicate the hardware reason codes as well.

TMakePredictiveCall

The `Extensions` attributes listed in the following tables (for Call Progress Detection (CPD) and for Call Party Number (CPN)) pertain to the function `TMakePredictiveCall()`, but are not applicable to all switches. Furthermore, some switches support only some subset of these extensions. Refer to individual T-Server deployment guides for applicability.

CPD-Related Extensions in TMakePredictiveCall

Key	Value	Value Description
VoiceDest	Any valid ACD Queue or Routing Point	A Queue or Routing Point to which an outbound call answered by a live voice will be transferred
AnsMachine	Any valid ACD Queue or Routing Point	A Queue or Routing Point to which an outbound call answered by an answering machine will be transferred
FaxDest	Any valid ACD Queue or Routing Point	A Queue or Routing Point to which an outbound call answered by a fax machine will be transferred

> **Important**
>
> Depending on switch capabilities and the means of call answer detection, T-Server can route an answered outbound call to a target DN specified in `Extensions` using the `VoiceDest`, `AnsMachine`, or `FaxDest` key.

CPN-Related Extensions in TMakePredictiveCall

Key	Type	Required	Default	Value Description
CPNType	KVTypeInt	No	`0`	Number type
CPNPlan	KVTypeInt	No	`0`	Numbering plan
CPN-Presentation	KVTypeInt	No	`0`	Presentation indicator

Key	Type	Required	Default	Value Description
CPN-Screening	KVTypeInt			Screening indicator
CPNDigits	KVType-String	Yes		A5 characters, according to formats specified in the appropriate numbering/dialing plan

TInitiateConference, TInitiateTransfer, and TMuteTransfer

The `Extensions` attribute listed in the following table applies to the functions `TInitiateConference()`, `TInitiateTransfer()`, and `TMuteTransfer()`. A more detailed description of `ConsultUserData` appears under User Data in Consultation Calls.

Extensions in TInitiateConference, TInitiateTransfer, TMuteTransfer

Key	Value	Value Description
ConsultUserData	default	The method specified in the `consult-user-data` configuration option is used.
	separate	User data for the consultation call is attached and stored separately from the user data attached to the original call.
	inherited	User data attached to the original call is copied to the consultation call at the moment the consultation call is initiated; after that, any changes to the original call's user data will not affect the consultation call's user data and vice versa.
	joint	User data attached to either the original or the consultation call is associated with the original call and, yet, can be seen and changed by the parties of both calls.

TReserveAgent

The `Extensions` attributes listed in the following table pertain to the function `TReserveAgent()`.

Extensions in TReserveAgent

Key	Value	Value Description
ar-priority-1	integer	Additional granularity for setting priority.
ar-priority-2	integer	

Key	Value	Value Description
ar-priority-3	integer	These are only evaluated if there are several concurrent requests with the same value for the parameter `priority`. If any of these sub-priorities is absent, its value is assumed to be `0`.