GENESYS™

Genesys Events and Models Reference

Genesys Events

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Genesys Events

Contents

Genesys Events section of this document contains specific information about Genesys events. This event information appears in the following sections:

- T-Library Events contains a list and description of each T-Library event that T-Servers generate, including the attributes that accompany each event. It also includes the following topics:

  - Agent States and Work Modes

  - Unified Call-Party States

  - Event Attributes

  - TEvent Structure

- T-Library Call-Based Notifications contains information on the TLIB events that relate to a call (as opposed to a DN or device).

- ISCC Transaction Monitoring describes how to work with ISCC regarding issues such as multi-site call transfer, inter-site call linkage, call overflow, and other, possibly non-call–related, multi-site operations.

- T-Library Unstructured Data provides information on how TLIB handles UserData, Extensions, and Reasons in events in a Genesys system.

- IVR Protocol Messages offers detailed information about IVR Server events.