



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

Holding, Transferring, and Conferencing

12/19/2025

Contents

- 1 Holding, Transferring, and Conferencing
 - 1.1 Hold/Retrieve Function, Consulted Party Answers
 - 1.2 Hold/Retrieve Function, Consulted Party Does Not Answer
 - 1.3 Single-Step Transfer
 - 1.4 Single-Step Transfer (Outbound)
 - 1.5 Mute Transfer
 - 1.6 Two-Step Transfer: Complete After Consulted Party Answers
 - 1.7 Two-Step Transfer: Complete Before Consulted Party Answers (Blind)
 - 1.8 Two-Step Transfer to ACD
 - 1.9 Two-Step Transfer to a Routing Point
 - 1.10 Trunk Optimization: Trunk Anti-Tromboning
 - 1.11 Single-Step Conference
 - 1.12 Conference
 - 1.13 Blind Conference (Complete Before Consulted Party Answers)
 - 1.14 Conference with Two Incoming Calls Using TMergeCalls
 - 1.15 Special case: Multi-site ISCC Transfers and Conferences

Holding, Transferring, and Conferencing

The call models here show the functions and events related to placing calls on hold, transferring calls, and creating conference calls.

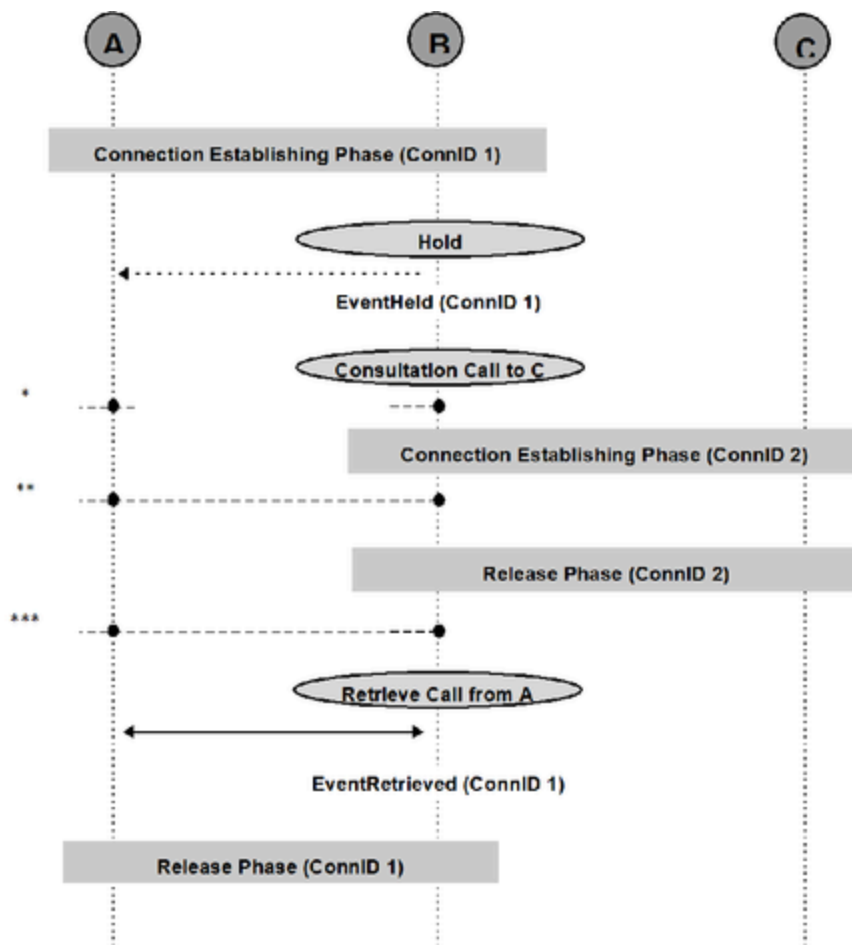
Note the following comments in the call models:

*OPT—Optional.

*DIAL—May be a dialed number or is not present if T-Server has no information about the other party.

Hold/Retrieve Function, Consulted Party Answers

The following graphic and table describe the hold/retrieve function, when the consulted party answers.



Hold/Retrieve Function, Consulted Party Answers

PARTY A	PARTY B	PARTY C
Call-Establishing Phase (ConnID 1)		
	Hold (THoldCall)	
	EventHeld ConnID 1 ThisDN B OtherDN A	
	Make Call to C (Consultation) (TMakeCall)	
Call-Establishing Phase (ConnID 2)		

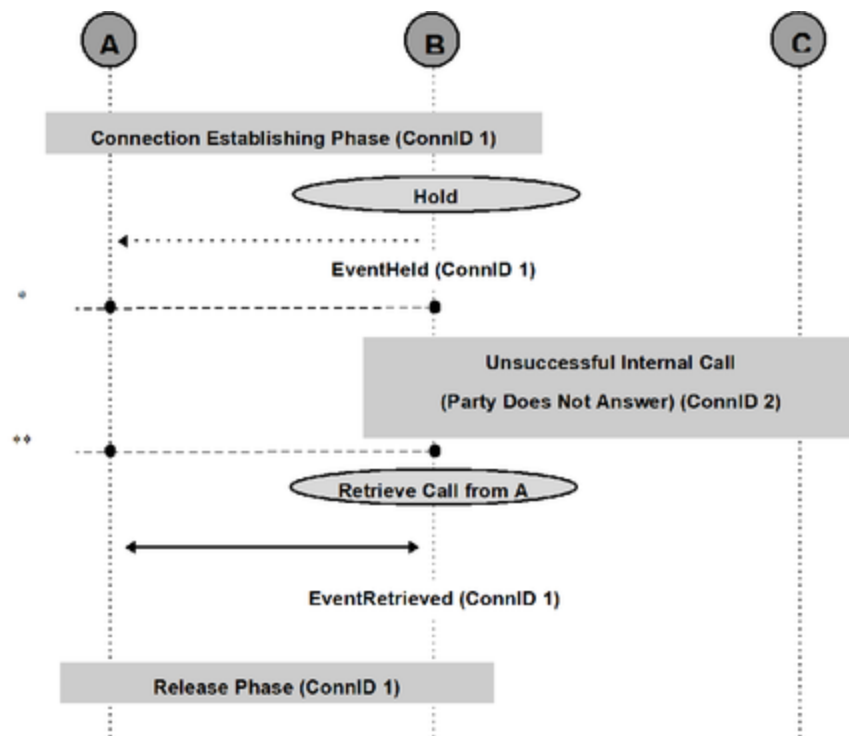
PARTY A	PARTY B	PARTY C
Release Phase (ConnID 2)		
	Retrieve Call from A (TRetrieveCall)	
	EventRetrieved^a ConnID 1 ThisDN B OtherDN A CallState OK	
Release Phase (ConnID 1)		

a. With EventRetrieved, the values for attributes ThisDNRole and ThisQueue are the same as those for the attributes of the same names, if any, in the events preceding EventRetrieved (EventEstablished and EvenRingin). For non-ACD calls, however, ThisQueue is not reported.

Abnormal Call Flow		
Interruption Point	PARTY A	PARTY B
*	EventReleased ConnID 1 ThisDN A OtherDN B CallState OK	EventReleased ConnID 1 ThisDN B OtherDN A CallState OK
**	EventReleased ConnID 1 ThisDN A OtherDN B CallState OK	EventReleased ConnID 1 ThisDN B OtherDN A CallState OK
***	EventReleased ConnID 1 ThisDN A OtherDN B CallState OK	EventReleased ConnID 1 ThisDN B OtherDN A CallState OK

Hold/Retrieve Function, Consulted Party Does Not Answer

The following graphic and table describe the hold/retrieve function, when the consulted party does not answer.



Hold/Retrieve Function, Consulted Party Does Not Answer

PARTY A	PARTY B	PARTY C
Call-Establishing Phase (ConnID 1)		
	Hold (THoldCall)	
	EventHeld	
	ConnID 1 ThisDN B OtherDN A	
Unsuccessful Internal Call (Party Does Not Answer) (ConnID 2)		
	Retrieve Call from A (TRetrieveCall)	
	EventRetrieved ^a	
	ConnID 1 ThisDN B OtherDN A CallState OK	
Release Phase (ConnID 1)		

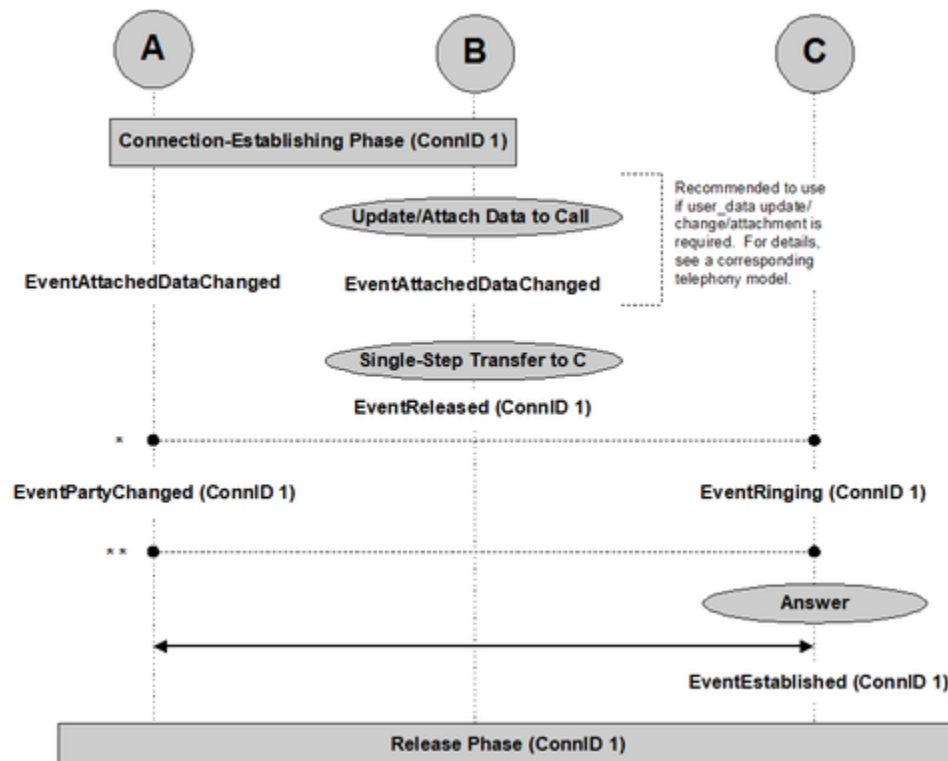
a. With EventRetrieved, the values for attributes ThisDNRole and ThisQueue are the same as those for the attributes of the same names, if any, in the events preceding EventRetrieved (EventEstablished and EvenRingin). For non-ACD calls, however, ThisQueue is not reported.

Abnormal Call Flow

Interruption Point	PARTY A	PARTY B
*	EventReleased ConnID 1 ThisDN A OtherDN B CallState OK	EventReleased ConnID 1 ThisDN B OtherDN A CallState OK
**	EventReleased ConnID 1 ThisDN A OtherDN B CallState OK	EventReleased ConnID 1 ThisDN B OtherDN A CallState OK

Single-Step Transfer

The following graphic and table describe a single-step transfer.



Single-Step Transfer

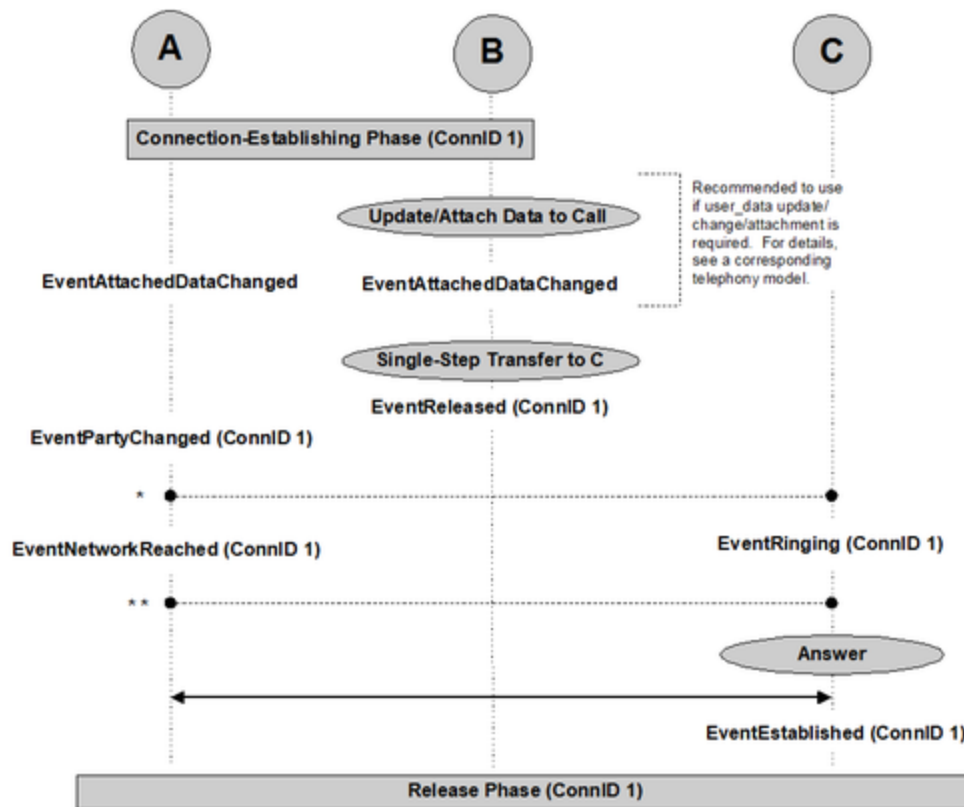
PARTY A	PARTY B	PARTY C
Call-Establishing Phase (ConnID 1)		
	Single-Step Transfer to C (TSingleStepTransfer)	
EventPartyChanged ConnID 1 PreviousConnID 1 ThisDN A OtherDN C ThirdPartyDN B ThirdPartyDNRole TransferredBy CallState Transferred	EventReleased ConnID 1 ThisDN B ThirdPartyDN C OtherDN A CallState Transferred Cause 1stepTransfer	EventRinging ConnID 1 ThisDN C OtherDN A ThirdPartyDN B ThirdPartyDNRole TransferredBy CallState Transferred
		Answer (TAnswerCall)
		EventEstablished ConnID 1 ThisDN C OtherDN A

Abnormal Call Flow

Interruption Point	PARTY A	PARTY B	PARTY C
*	EventReleased ConnID 1 ThisDN A OtherDN C CallState OK		
**	EventReleased ConnID 1 ThisDN A OtherDN C CallState OK		EventAbandoned ConnID 1 ThisDN C OtherDN A CallState OK

Single-Step Transfer (Outbound)

The following graphic and table describe a single-step transfer (outbound).



Single-Step Transfer (Outbound)

PARTY A	PARTY B	PARTY C
Call-Establishing Phase (ConnID 1)		
Single-Step Transfer to C (TSingleStepTransfer)		
EventPartyChanged ConnID 1 PreviousConnID 1 ThisDN A OtherDN C ThirdPartyDN B ThirdPartyDNRole TransferredBy CallState Transferred	EventReleased ConnID 1 ThisDN B ThirdPartyDN C OtherDN A CallState Transferred Cause 1stepTransfer	EventRinging ConnID 1 ThisDN C OtherDN A ThirdPartyDN B ThirdPartyDNRole TransferredBy CallState Transferred
EventNetworkReached ConnID 1 ThisDN A OtherDN C *DIAL OtherDNRole Destination *DIAL		Answer (TAnswerCall)
		EventEstablished

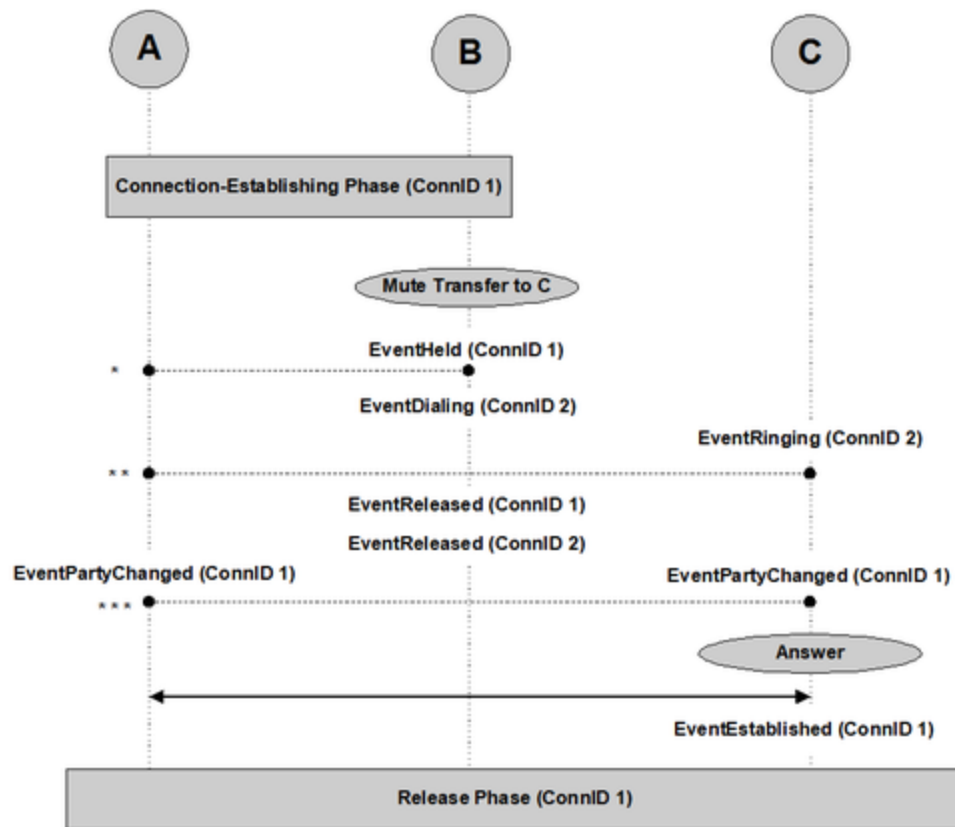
PARTY A	PARTY B	PARTY C
		ConnID 1 ThisDN C OtherDN A

Abnormal Call Flow

Interruption Point	PARTY A	PARTY B	PARTY C
*	EventReleased ConnID 1 ThisDN A OtherDN C CallState OK		
**	EventReleased ConnID 1 ThisDN A OtherDN C CallState OK		EventAbandoned ConnID 1 ThisDN C OtherDN A CallState OK

Mute Transfer

The following graphic and table describe a mute transfer.



Mute Transfer

PARTY A	PARTY B	PARTY C
Call-Establishing Phase (ConnID 1)		
	Mute Transfer to C (TMuteTransfer*)	
	EventHeld ConnID 1 ThisDN B OtherDN A	
	EventDialing ConnID 2 ThisDN B ThisDNRole Origination OtherDN C OtherDNRole Destination	EventRinging ConnID 2 ThisDN C ThisDNRole Destination OtherDN B OtherDNRole Origination CallState OK
EventPartyChanged ConnID 1 PreviousConnID 1	EventReleased ConnID 1 ThisDN B	EventPartyChanged ConnID 1 PreviousConnID 2

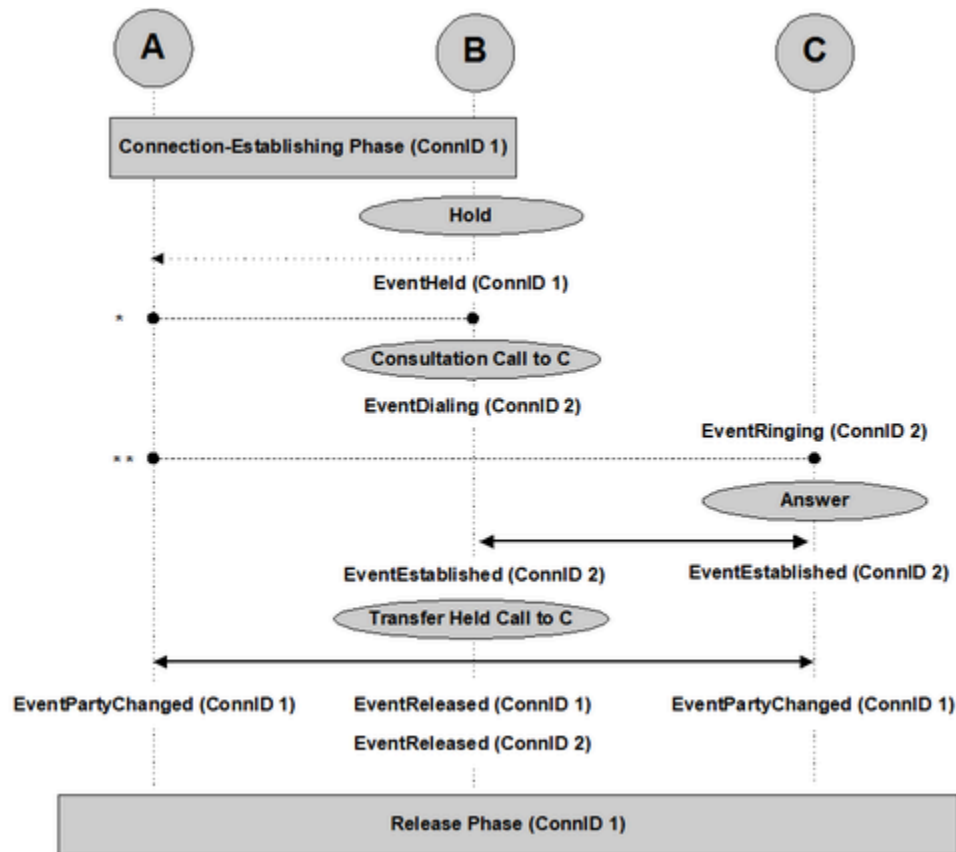
PARTY A	PARTY B	PARTY C
ThisDN A OtherDN C ThirdPartyDN B ThirdPartyDNRole TransferredBy CallState Transferred	OtherDN A CallState Transferred EventReleased ConnID 2 ThisDN B ThisDNRole Origination OtherDN C OtherDNRole Destination CallState Transferred	ThisDN C OtherDN A ThirdPartyDN B ThirdPartyDNRole TransferredBy CallState Transferred
		Answer (TAnswerCall)
		EventEstablished ConnID 1 ThisDN C OtherDN A
Release Phase (ConnID 1)		

Abnormal Call Flow

Interruption Point	PARTY A	PARTY B	PARTY C
*	EventReleased ConnID 1 ThisDN A OtherDN B CallState OK	EventReleased ConnID 1 ThisDN B OtherDN A CallState OK	
**	EventReleased ConnID 1 ThisDN A OtherDN C CallState OK	EventReleased ConnID 1 ThisDN B OtherDN A CallState OK EventReleased ConnID 2 ThisDN B OtherDN C CallState OK	EventAbandoned ConnID 2 ThisDN C OtherDN B CallState OK
***	EventReleased ConnID 1 ThisDN B OtherDN C CallState OK		EventAbandoned ConnID 1 ThisDN C OtherDN B CallState OK

Two-Step Transfer: Complete After Consulted Party Answers

The following graphic and table describe a two-step transfer: complete after the consulted party answers.



Two-Step Transfer (Complete After Consulted Party Answers)

PARTY A	PARTY B	PARTY C
Call-Establishing Phase (ConnID 1)		
	Hold (TInitiateTransfer*)	
	EventHeld ConnID 1 ThisDN B OtherDN A	
	Consultation Call to C (TInitiateTransfer continues)	

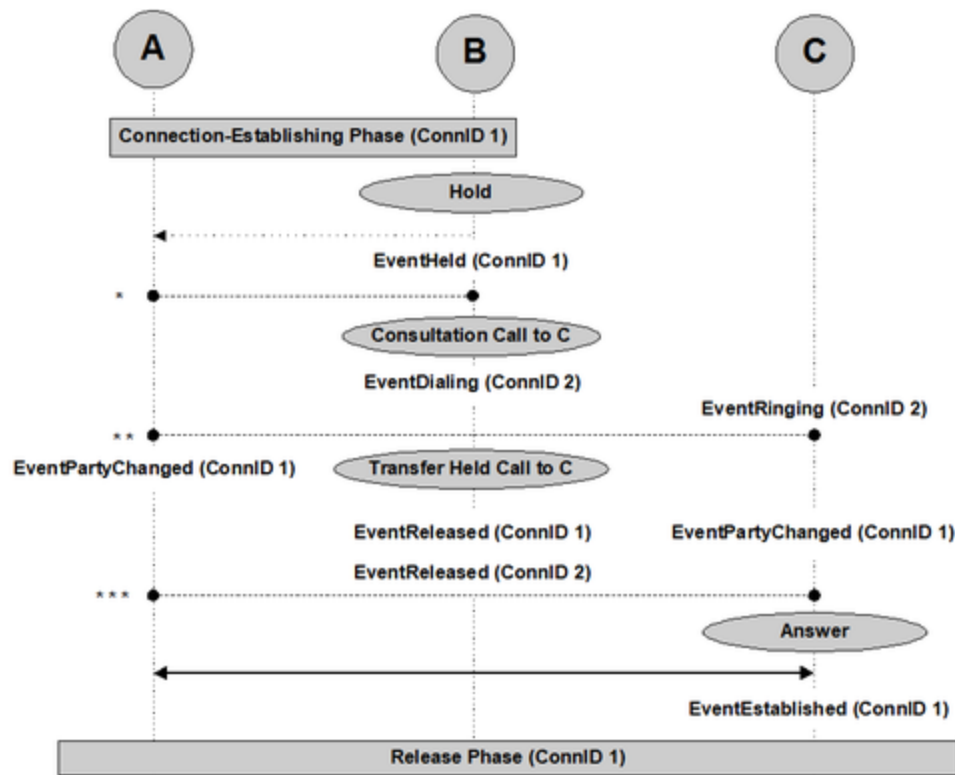
PARTY A	PARTY B	PARTY C
Call-Establishing Phase (ConnID 2)		
	Transfer Held Call to C (TCompleteTransfer)	
EventPartyChanged ConnID 1 PreviousConnID 1 ThisDN A OtherDN C ThirdPartyDN B ThirdPartyDNRole TransferredBy CallState Transferred	EventReleased ConnID 1 ThisDN B OtherDN A CallState Transferred EventReleased ConnID 2 ThisDN B OtherDN C CallState Transferred	EventPartyChanged ConnID 1 PreviousConnID 2 ThisDN C OtherDN A ThirdPartyDN B ThirdPartyDNRole TransferredBy CallState Transferred
Release Phase (ConnID 1)		

Abnormal Call Flow

Interruption Point	PARTY A	PARTY B	PARTY C
*	EventReleased ConnID 1 ThisDN A OtherDN B CallState OK	EventReleased ConnID 1 ThisDN B OtherDN A CallState OK	
**	EventReleased ConnID 1 ThisDN A OtherDN B CallState OK	EventReleased ConnID 1 ThisDN B OtherDN A CallState OK EventReleased ConnID 2 ThisDN B OtherDN C CallState OK	EventAbandoned ConnID 2 ThisDN C OtherDN B CallState OK

Two-Step Transfer: Complete Before Consulted Party Answers (Blind)

The following graphic and table describe a two-step transfer: complete before the consulted party answers (blind).



Two-Step Transfer: Complete Before Consulted Party Answers (Blind)

PARTY A	PARTY B	PARTY C
Call-Establishing Phase (ConnID 1)		
	Hold (TInitiateTransfer)	
	EventHeld ConnID 1 ThisDN B OtherDN A	
	Consultation Call to C (TInitiateTransfer continues)	
	EventDialing ConnID 2 ThisDN B ThisDNRole Origination OtherDN C *DIAL OtherDNRole Destination *DIAL	EventRinging ConnID 2 ThisDN C ThisDNRole Destination OtherDN B OtherDNRole Origination CallState OK
	Transfer Held Call to C	

PARTY A	PARTY B	PARTY C
	(TCompleteTransfer)	
EventPartyChanged ConnID 1 PreviousConnID 1 ThisDN A OtherDN C ThirdPartyDN B ThirdPartyDNRole TransferredBy CallState Transferred	EventReleased ConnID 1 ThisDN B OtherDN A CallState Transferred EventReleased ConnID 2 ThisDN B OtherDN C CallState Transferred	EventPartyChanged ConnID 1 PreviousConnID 2 ThisDN C OtherDN A ThirdPartyDN B ThirdPartyDNRole TransferredBy CallState Transferred
		Answer (TAnswerCall)
		EventEstablished ConnID 1 ThisDN C OtherDN A
Release Phase (ConnID 1)		

Important

If a call appears on the terminating party after transfer completion, the ConnID field of EventRinging is equal to the connection ID of the original call (ConnID 1), and EventPartyChanged is not generated.

Abnormal Call Flow

Interruption Point	PARTY A	PARTY B	PARTY C
*	EventReleased ConnID 1 ThisDN A OtherDN B CallState OK	EventReleased ConnID 1 ThisDN B OtherDN A CallState OK	
**	EventReleased ConnID 1 ThisDN A OtherDN B CallState OK	EventReleased ConnID 1 ThisDN B OtherDN A CallState OK EventReleased ConnID 2 ThisDN B	EventAbandoned ConnID 2 ThisDN C OtherDN B CallState OK

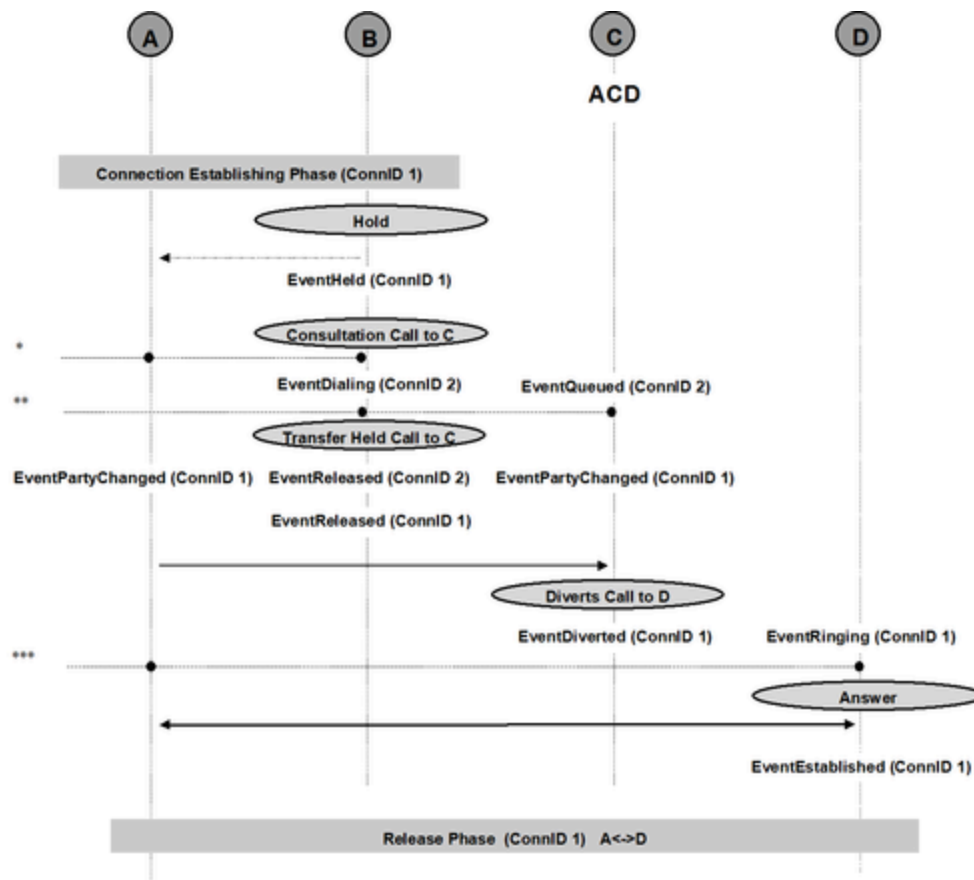
Interruption Point	PARTY A	PARTY B	PARTY C
		OtherDN C CallState OK	
***	EventReleased ConnID 1 ThisDN A OtherDN C CallState OK		EventAbandoned ConnID 1 ThisDN C OtherDN A CallState OK

Two-Step Transfer to ACD

Important

Two-step transfer to ACD means that a call is waiting in a queue, and the transfer completed before any ACD agent is available to receive the call.

The following graphic and table describe a two-step transfer to ACD.



Two-Step Transfer to ACD

PARTY A	PARTY B	PARTY C (ACD)	PARTY D
Call-Establishing Phase (ConnID 1)			
	Hold (TInitiateTransfer)		
	EventHeld ConnID 1 ThisDN B OtherDN A		
	Consultation Call to C (TInitiateTransfer continues)		
	EventDialing ConnID 2 ThisDN B OtherDN C *DIAL	EventQueued ConnID 2 ThisDN C ThisQueue C OtherDN B	

PARTY A	PARTY B	PARTY C (ACD)	PARTY D
	Transfer Held Call to C (TCompleteTransfer)		
EventPartyChanged ConnID 1 PreviousConnID 1 ThisDN A OtherDN C ThirdPartyDN B ThirdPartyDNRole TransferredBy CallState Transferred	EventReleased ConnID 2 ThisDN B ThisDNRole Origination OtherDN C OtherDNRole Destination CallState Transferred EventReleased ConnID 1 ThisDN B OtherDN A CallState Transferred	EventPartyChanged ConnID 1 PreviousConnID 2 ThisDN C ThisQueue C OtherDN A ThirdPartyDN B ThirdPartyDNRole TransferredBy CallState Transferred	
		Diverts Call to D	
		EventDiverted ConnID 1 ThisDN C OtherDN A ThirdPartyDN C *OPT ThirdPartyDNRole Destination *OPT	EventRinging ConnID 1 ThisDN D ThisQueue C OtherDN A CallState OK
			Answer (TAnswerCall)
			EventEstablished ConnID 1 ThisDN D ThisQueue C OtherDN A CallState OK
Release Phase (ConnID 1)			

Important

If a call transfer is completed before it is put in an ACD queue, an EventPartyChanged is not generated.

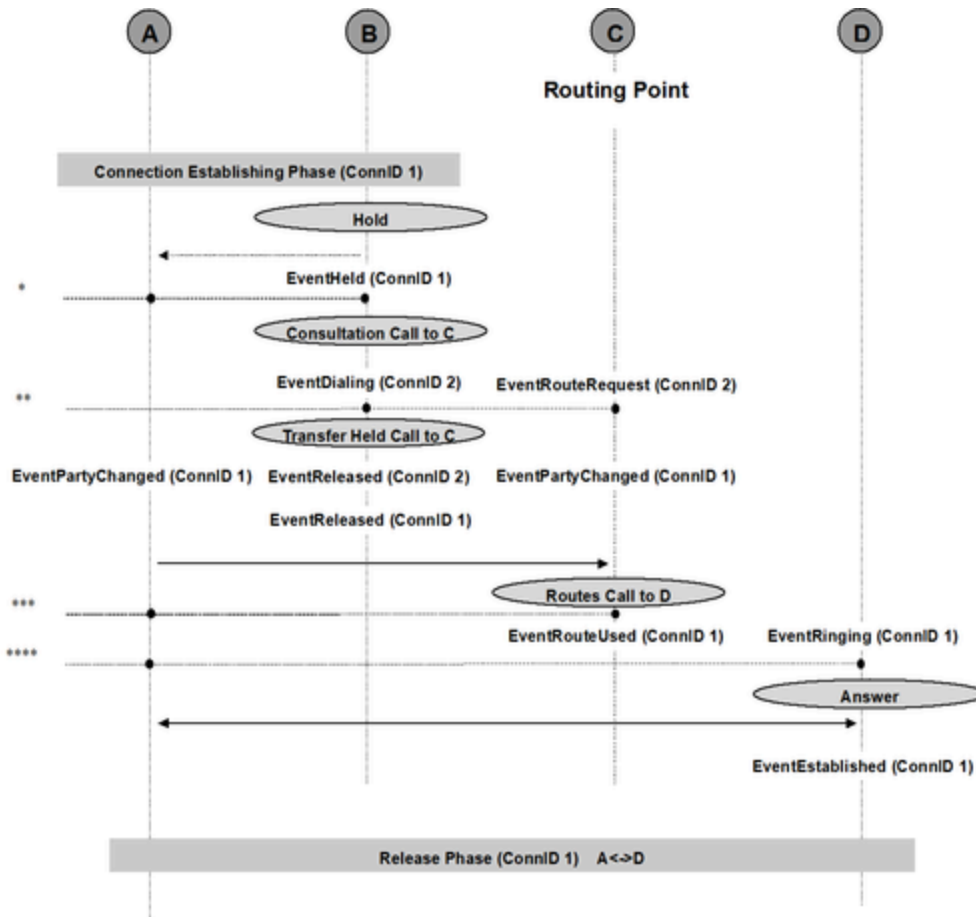
Abnormal Call Flow

Interruption Point	PARTY A	PARTY B	PARTY C	PARTY D
*	EventReleased	EventReleased		

Interruption Point	PARTY A	PARTY B	PARTY C	PARTY D
	ConnID 1 ThisDN A OtherDN B CallState OK	ConnID 1 ThisDN B OtherDN A CallState OK		
**	EventReleased ConnID 1 ThisDN A OtherDN B CallState OK	EventReleased ConnID 1 ThisDN B OtherDN A CallState OK EventReleased ConnID 2 ThisDN B OtherDN C CallState OK	EventAbandoned ConnID 2 ThisDN C OtherDN B CallState OK	
***	EventReleased ConnID 1 ThisDN A OtherDN D CallState OK			EventAbandoned ConnID 1 ThisDN D OtherDN A CallState OK

Two-Step Transfer to a Routing Point

The following graphic and table describe a two-step transfer to a routing point.



Two-Step Transfer to a Routing Point

PARTY A	PARTY B	PARTY C (ACD)	PARTY D
Call-Establishing Phase (ConnID 1)			
	Hold (TInitiateTransfer)		
	EventHeld ConnID 1 ThisDN B OtherDN A		
	Consultation Call to C (TInitiateTransfer continues)		
	EventDialing	EventRouteRequest	

PARTY A	PARTY B	PARTY C (ACD)	PARTY D
	ConnID 2 ThisDN B ThisDNRole Origination OtherDN C *DIAL OtherDNRole Destination CallType Consult	ConnID 2 ThisDN C ThisDNRole Destination OtherDN B OtherDNRole Origination	
	Transfer Held Call to C (TCompleteTransfer)		
EventPartyChanged ConnID 1 PreviousConnID 1 ThisDN A ThisDNRole Origination ^a OtherDN C ThirdPartyDN B ThirdPartyDNRole TransferredBy CallState Transferred	EventReleased ConnID 2 ThisDN B ThisDNRole Origination OtherDN C OtherDNRole Destination CallState Transferred EventReleased ConnID 1 ThisDN B ThisDNRole Destination OtherDN A CallState Transferred	EventPartyChanged ConnID 1 PreviousConnID 2 ThisDN C OtherDN A ThirdPartyDN B ThirdPartyDNRole TransferredBy CallState Transferred	
		Diverts Call to D	
		EventRouteUsed ConnID 1 ThisDN C OtherDN A ThirdPartyDN D *OPT	EventRinging ConnID 1 ThisDN D OtherDN A CallState OK
			Answer (TAnswerCall)
			EventEstablished ConnID 1 ThisDN D OtherDN A
Call-Establishing Phase (ConnID 1)			

a. ThisDNRole must be Destination if party B is the call originator.

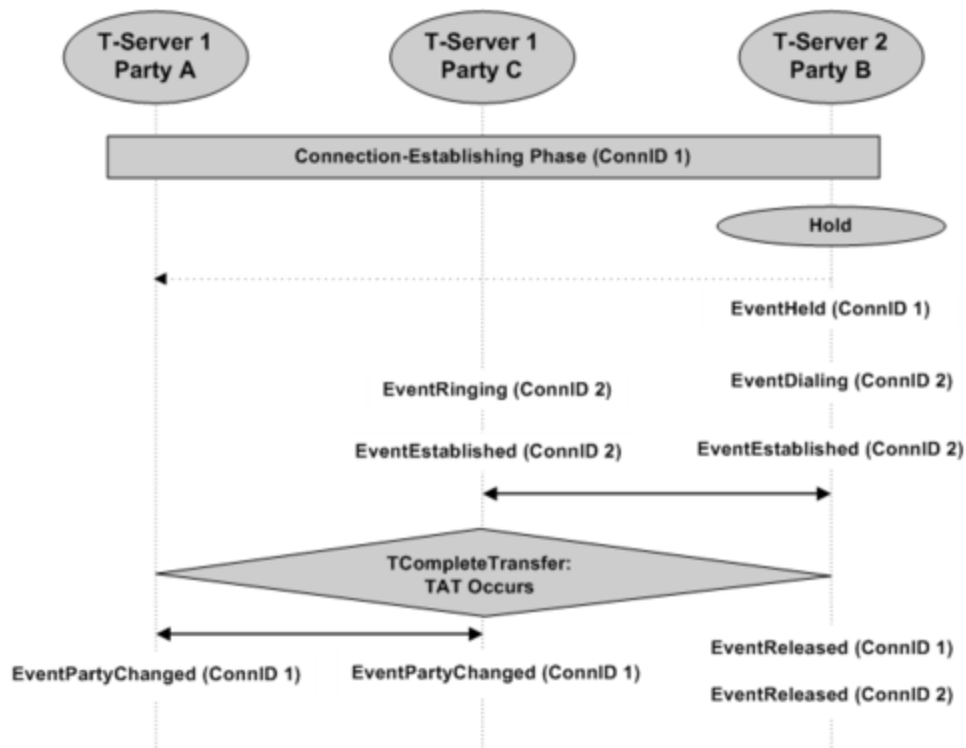
Abnormal Call Flow

Interruption Point	PARTY A	PARTY B	PARTY C	PARTY D
*	EventReleased ConnID 1	EventReleased ConnID 1		

Interruption Point	PARTY A	PARTY B	PARTY C	PARTY D
	ThisDN A OtherDN B CallState OK	ThisDN B OtherDN A CallState OK		
**	EventReleased ConnID 1 ThisDN A OtherDN B CallState OK	EventReleased ConnID 1 ThisDN B OtherDN A CallState OK EventReleased ConnID 2 ThisDN B OtherDN C CallState OK	EventAbandoned ConnID 2 ThisDN C OtherDN B CallState OK	
***	EventReleased ConnID 1 ThisDN A OtherDN C CallState OK		EventAbandoned ConnID 1 ThisDN C OtherDN A CallState OK	
****	EventReleased ConnID 1 ThisDN A OtherDN D CallState OK			EventAbandoned ConnID 1 ThisDN D OtherDN A CallState OK

Trunk Optimization: Trunk Anti-Tromboning

Trunk optimization: trunk anti-tromboning (TAT) scenarios apply to functionality available from certain Nortel switches and are very similar to the case of **Two-Step Transfer: Complete After Consulted Party Answers**. The following graphic identifies the call model used by T-Servers to indicate a TAT event.



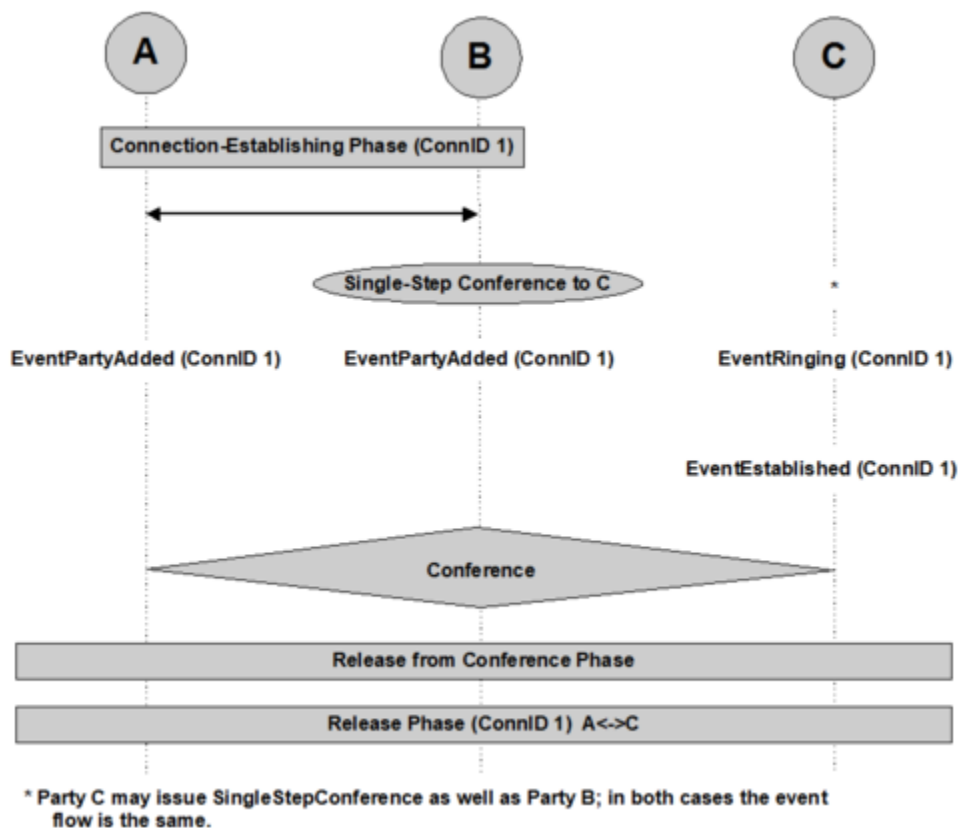
Trunk Optimization: Trunk Anti-Tromboning

T-Server 1 PARTY A	T-Server 1 PARTY C	T-Server 2 PARTY B
Call-Establishing Phase (ConnID 1)		
		Hold (TInitiateTransfer to C)
		EventHeld ConnID 1 ThisDN B OtherDN A
	EventRinging ConnID 2 ThisDN C OtherDN B	EventDialing ConnID 2 ThisDN B OtherDN C
	EventEstablished ConnID 2 ThisDN C OtherDN B	EventEstablished ConnID 2 ThisDN B OtherDN C
		TCompleteTransfer

T-Server 1 PARTY A	T-Server 1 PARTY C	T-Server 2 PARTY B
Trunk Optimization Occurs		
EventPartyChanged ConnID 1 ThisDN A OtherDN C ThirdPartyDN B CallState RemoteRelease	EventPartyChanged ConnID 1 PreviousConnID 2 ThisDN C OtherDN A ThirdPartyDN B CallState RemoteRelease	EventReleased ConnID 1 ThisDN B OtherDN A CallState Transferred EventReleased ConnID 2 ThisDN B OtherDN C CallState Transferred

Single-Step Conference

The following graphic and table describe a single-step conference.



Single-Step Conference

PARTY A	PARTY B	PARTY C
Call-Establishing Phase (ConnID 1)		
TSingleStepConference		
EventPartyAdded ConnID 1 ThisDN A OtherDN C ThirdPartyDN B ^a	EventPartyAdded ConnID 1 ThisDN B OtherDN C ThirdPartyDN B ^a	EventRinging ConnID 1 ThisDN C ThisDNRole ConferenceMember CallState OK
		EventEstablished ConnID 1 ThisDN C ThisDNRole ConferenceMember CallState Conferenced
Release from Conference Phase		
Release Phase (ConnID 1)		

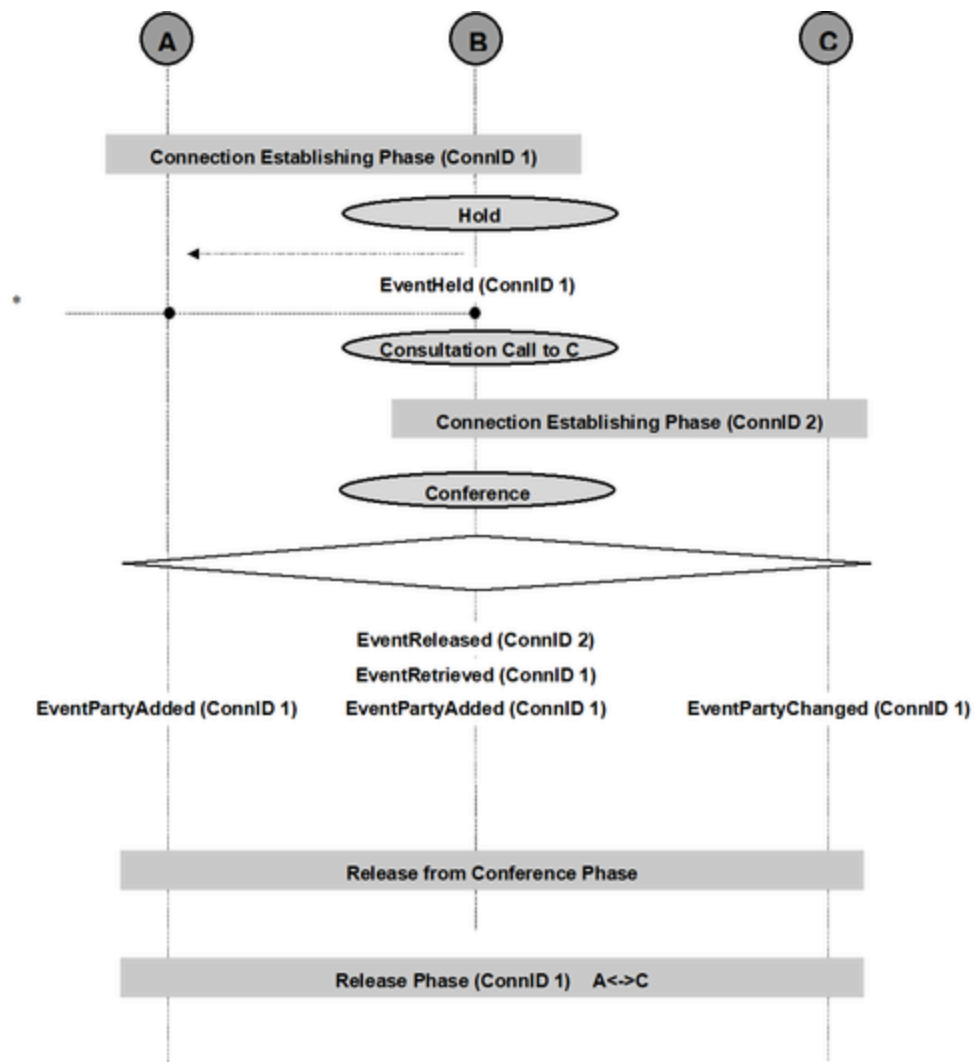
a. ThirdPartyDN has a value of C if Party C initiates the request for a conference.

Conference

The following graphic and table describe a conference.

Important

This call model applies to two types of conferences: Two-Step Conference and Conference with Calls Merge.



Conference

PARTY A	PARTY B	PARTY C
Call-Establishing Phase (ConnID 1)		
	Hold (See Application Activities for Different Types of Conference.)	
	EventHeld ConnID 1 ThisDN B ThisDNRole Previous Role of DN OtherDN A	

PARTY A	PARTY B	PARTY C
	OtherDNRole Previous Role of DN	
	Consultation Call to C (See Application Activities for Different Types of Conference.)	
Call-Establishing Phase (ConnID 2)		
	Conference (See Application Activities for Different Types of Conference.)	
EventPartyAdded ConnID 1 ThisDN A OtherDN C ThirdPartyDN B ThirdPartyDNRole AddedBy CallState Conferenced	EventReleased ConnID 2 ThisDN B OtherDN C CallState Conferenced EventRetrieved ^a ConnID 1 ThisDN B OtherDN A CallState Conferenced EventPartyAdded ConnID 1 ThisDN B OtherDN ^b C OtherDNRole NewParty ThirdPartyDN B ThirdPartyDNRole AddedBy CallState Conferenced	EventPartyChanged ConnID 1 PreviousConnID 2 ThisDN C ThirdPartyDN B ThirdPartyDNRole ConferencedBy CallState Conferenced
Release from Conference Phase		
Release Phase (ConnID 1)		

a. With EventRetrieved, the values for attributes ThisDNRole and ThisQueue are the same as those for the attributes of the same names, if any, in the events preceding EventRetrieved (EventEstablished and EvenRinging). For non-ACD calls, however, ThisQueue is not reported. b. If only one party is added (as in the case of a simple conference call), the corresponding telephony object is specified in OtherDN. If more than one party is added, then the corresponding telephony objects are specified in Extensions.

Abnormal Call Flow		
Interruption Point	PARTY A	PARTY B
*	EventReleased	EventReleased

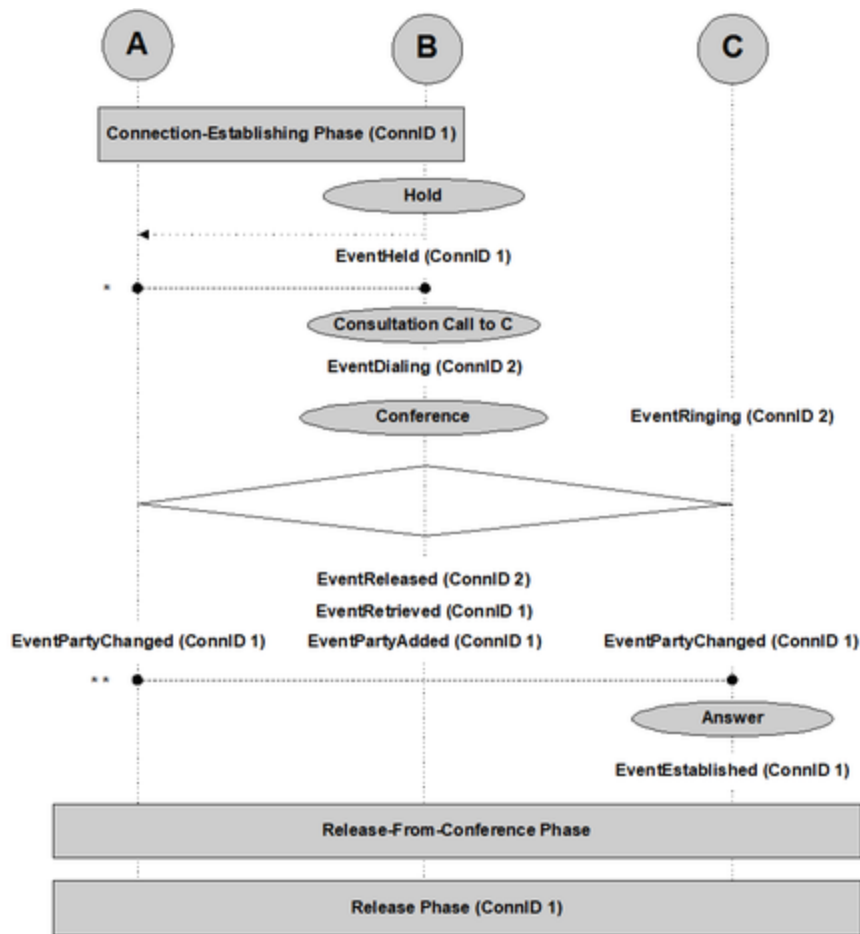
Interruption Point	PARTY A	PARTY B
	ConnID 1 ThisDN A OtherDN B CallState OK	ConnID 1 ThisDN B OtherDN A CallState OK

Application Activities for Different Types of Conference

Call Phase	Two-Step Conference	Conference with Calls Merge
HOLD	TInitiateConference	THoldCall
CONSULTATION CALL		TMakeCall
CONFERENCE	TCompleteConference	TMergeCalls

Blind Conference (Complete Before Consulted Party Answers)

The following graphic and table describe a blind conference (complete before the consulted party answers).



Blind Conference (Complete Before Consulted Party Answers)

PARTY A	PARTY B	PARTY C
Call-Establishing Phase (ConnID 1)		
	Hold (See Application Activities for Different Types of Conference.)	
	EventHeld ConnID 1 ThisDN B OtherDN A	
	Consultation Call to C (See Application Activities for Different Types of Conference.)	

PARTY A	PARTY B	PARTY C
	EventDialing ConnID 2 ThisDN B ThisDNRole Origination OtherDN C *DIAL OtherDNRole Destination *DIAL CallType Consult	EventRinging ConnID 2 ThisDN C ThisDNRole Destination OtherDN B OtherDNRole Origination CallType Consult
	Conference (See Application Activities for Different Types of Conference.)	
EventPartyAdded ConnID 1 ThisDN A OtherDN C ThirdPartyDN B ThirdPartyDNRole AddedBy CallState Conferenced	EventReleased ConnID 2 ThisDN B OtherDN C CallState Conferenced EventRetrieved ^a ConnID 1 ThisDN B OtherDN A CallState Conferenced EventPartyAdded ConnID 1 ThisDN B OtherDN C ThirdPartyDN B ThirdPartyDNRole AddedBy CallState Conferenced	EventPartyChanged ConnID 1 PreviousConnID 2 ThisDN C ThirdPartyDN B ThirdPartyDNRole ConferencedBy CallState Conferenced
		Answer (TAnswerCall)
		EventEstablished ConnID 1 ThisDN C CallState Conferenced
Release from Conference Phase		
Release Phase (ConnID 1)		

a. With EventRetrieved, the values for attributes ThisDNRole and ThisQueue are the same as those for the attributes of the same names, if any, in the events preceding EventRetrieved (EventEstablished and EventRinging). For non-ACD calls, however, ThisQueue is not reported.

Important

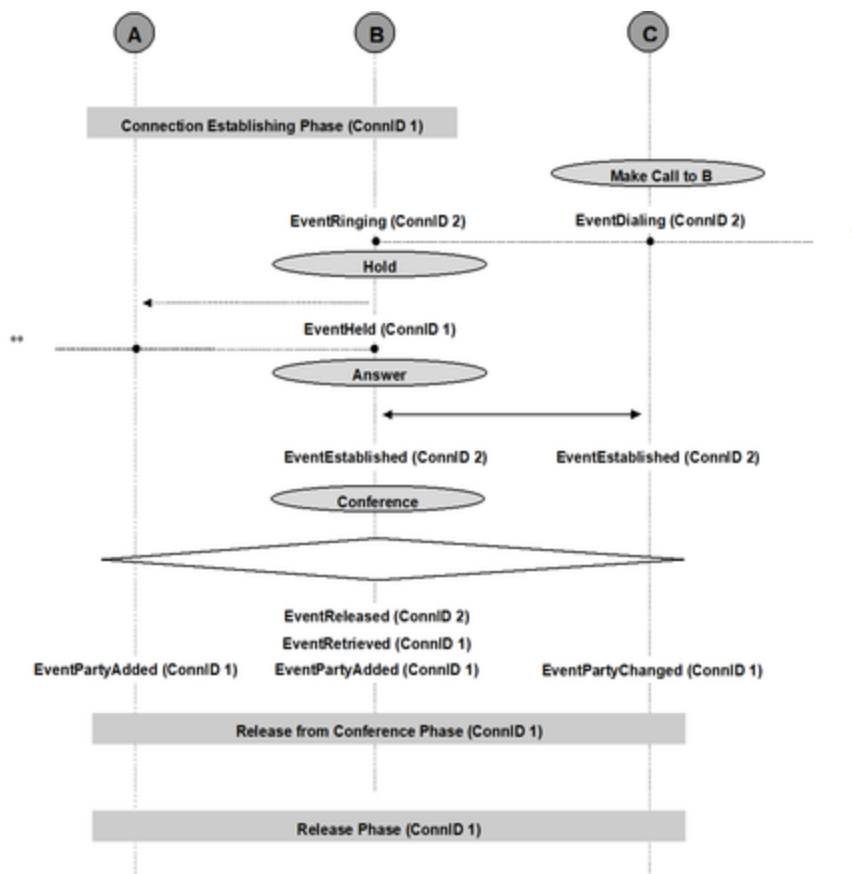
If a call appears on the terminating party after completion of conference, the ConnID field of EventRinging is equal to the connection ID of the original call (ConnID 1), and EventPartyChanged is not generated.

Abnormal Call Flow

Interruption Point	PARTY A	PARTY B	PARTY C
*	EventReleased ConnID 1 ThisDN A OtherDN B CallState OK	EventReleased ConnID 1 ThisDN B OtherDN A CallState OK	
**	EventReleased ConnID 1 ThisDN A OtherDN B *DIAL CallState OK	EventPartyDeleted ConnID 1 ThisDN B OtherDN A OtherDNRole DeletedParty ThirdPartyDN A ThirdPartyDNRole DeletedBy CallState OK	

Conference with Two Incoming Calls Using TMergeCalls

The following graphic and table describe a conference with two incoming calls using TMergeCalls.



Conference with Two Incoming Calls Using TMergeCalls

PARTY A	PARTY B	PARTY C
Call-Establishing Phase (ConnID 1)		
	EventRinging	Make Call to B (TMakeCall)
	ConnID 2 ThisDN B ThisDNRole Destination OtherDN C OtherDNRole Origination CallState OK	ConnID 2 ThisDN C ThisDNRole Origination OtherDN B *DIAL OtherDNRole Destination
	Place A on Hold (THoldCall)	
	EventHeld	
	ConnID 1 ThisDN B OtherDN A	

PARTY A	PARTY B	PARTY C
	Answer (TAnswerCall)	
	EventEstablished ConnID 2 ThisDN B ThisDNRole Destination OtherDN C OtherDNRole Origination	EventEstablished ConnID 2 ThisDN C ThisDNRole Origination OtherDN B OtherDNRole Destination
	Conference (TMergeCalls)	
	EventReleased ConnID 2 ThisDN B ThisDNRole Destination OtherDN C OtherDNRole Origination CallState Conferenced EventRetrieved ^a ConnID 1 ThisDN B OtherDN A CallState Conferenced	
EventPartyAdded ConnID 1 ThisDN A OtherDN C OtherDNRole NewParty ThirdPartyDN B ThirdPartyDNRole AddedBy CallState Conferenced	EventPartyAdded ConnID 1 ThisDN B OtherDN C OtherDNRole NewParty ThirdPartyDN B ThirdPartyDNRole AddedBy CallState Conferenced	EventPartyChanged ConnID 1 PreviousConnID 2 ThisDN C ThirdPartyDN B ThirdPartyDNRole ConferencedBy CallState Conferenced
Release from Conference Phase		
Release Phase (ConnID 1)		

a. With EventRetrieved, the values for attributes ThisDNRole and ThisQueue are the same as those for the attributes of the same names, if any, in the events preceding EventRetrieved (EventEstablished and EventRingin). For non-ACD calls, however, ThisQueue is not reported.

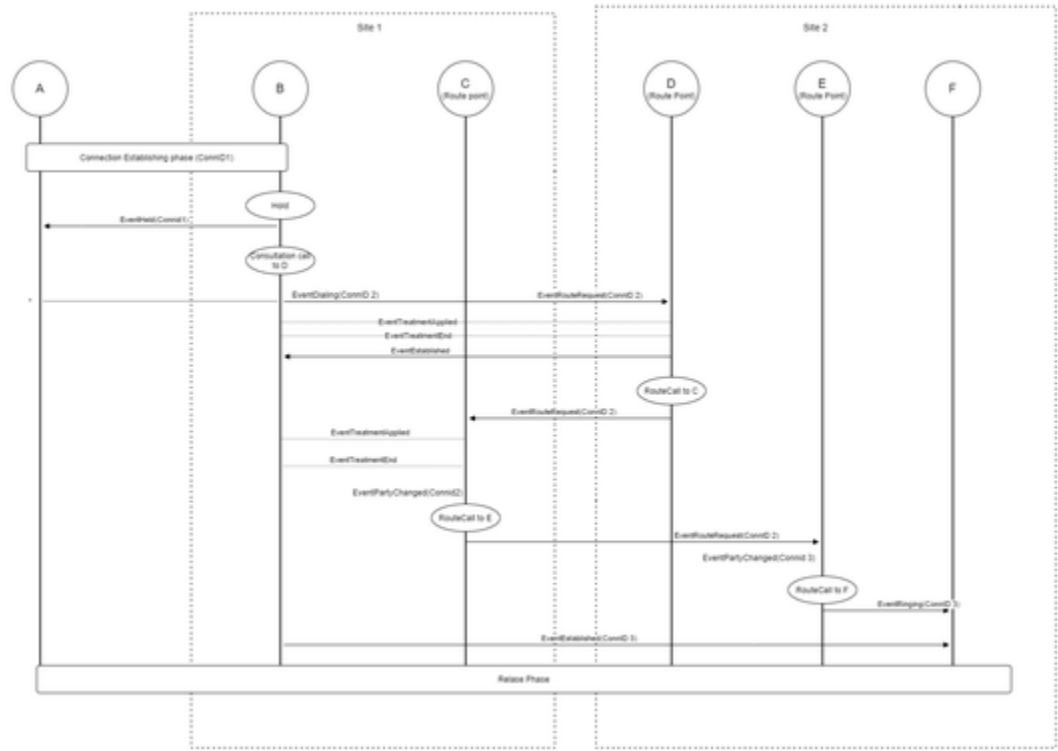
Abnormal Call Flow

Interruption Point	PARTY A	PARTY B	PARTY C
*		EventAbandoned ConnID 2 ThisDN B OtherDN C CallState OK	EventReleased ConnID 2 ThisDN C OtherDN B CallState OK
**	EventReleased ConnID 1	EventReleased ConnID 1	

Interruption Point	PARTY A	PARTY B	PARTY C
	ThisDN A OtherDN B CallState OK	OtherDN A CallState OK	

Special case: Multi-site ISCC Transfers and Conferences

The following graphic and table describe a case involving multi-site ISCC transfers and conferences, in which EventPartyChanged may contain AttributeCallState set to 0.



Multi-site ISCC Transfers and Conferences

PARTY A	PARTY B	PARTY C	PARTY D	PARTY E	PARTY F
Call Establishing Phase					
	Hold (TinitiateTransfer)				
	EventHeld ConnID 1 ThisDN B				

PARTY A	PARTY B	PARTY C	PARTY D	PARTY E	PARTY F
	OtherDN A				
	Consultation call to D (InitiateTransfer continues)				
	EventDialing ConnID 2 ThisDN B OtherDN D		EventQueued ConnID 2 ThisDN D ThisQueue D OtherDN B		
			TreatmentApplied at D		
	EventEstablished ConnID 2 ThisDN B OtherDN D CallState OK				
			Call Routed to C		
		EventQueued ConnID 2 ThisDN C ThisQueue C OtherDN D	EventDiverted ConnID 2 ThisDN D OtherDN A ThirdPartyDN D ThirdPartyDNRole Destination		
		TreatmentApplied at C			
		EventPartyChanged ConnID 2 ThisDN B OtherDN D CallState Transferred			
		Call Routed to E			
		EventDiverted ThisDN C OtherDN A ThirdPartyDN E ThirdPartyDNRole Destination		EventQueued ConnID 2 ThisDN E ThisQueue E OtherDN C	

PARTY A	PARTY B	PARTY C	PARTY D	PARTY E	PARTY F
		EventPartyChanged ThisDN E ThisDNRole Destination ConnID 3 PreviousConnectionID 2 CallState 0		EventPartyChanged ThisDN B ThisDNRole Origination ConnID 3 PreviousConnectionID 2 CallState 0	
				Call Routed to F	
				EventDiverted ThisDN E OtherDN B ConnID 3 ThirdPartyDN F ThirdPartyDNRole Destination	EventRinging ThisDN F OtherDN B ConnID 3 CallState OK
					EventEstablished ThisDN F OtherDN B ConnID 3
Completion/Releasing phase					

Abnormal Call Flow

Interruption Point	PARTY B	PARTY D	PARTY C	PARTY F
*	EventReleased ConnID 1 ThisDN B OtherDN D CallState OK	EventReleased ConnID 1 ThisDN D OtherDN B CallState OK		