Genesys Events and Models Reference
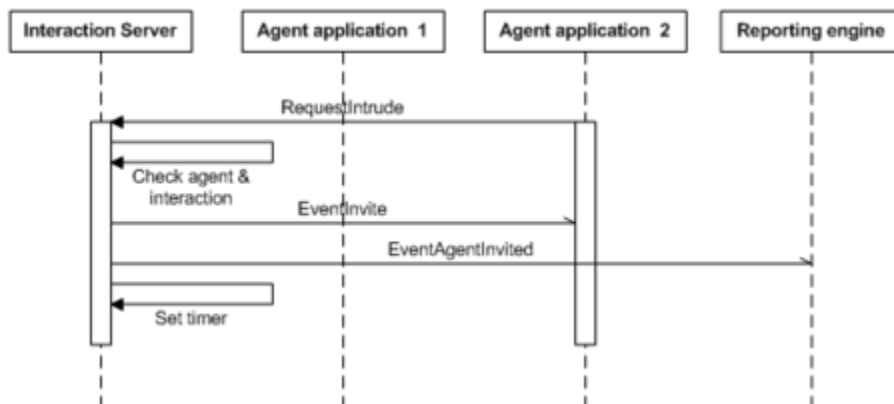
Intrusion

4/16/2025

Contents

Intrusion

Intrusion is like a conference, except that a conference is initiated by an entity that is already a party to the interaction, while intrusion is initiated by an entity that is not a party to the interaction. Therefore intrusion may also be described as an externally-initiated conference. This set of models illustrates the following scenario:

1. While Agent 1 is processing an interaction, Agent 2 asks to join in a conference.
2. One of the following happens:
   - The conference is set up and proceeds.
   - Agent 2 declines the conference.
   - The request times out.
   - Interaction Server rejects Agent 2's request.

Intrusion Requested

In this phase, shown in the figure below, Agent 2 asks to join an interaction that is already being processed by Agent 1. Interaction Server responds by sending EventInvite to Agent 2.
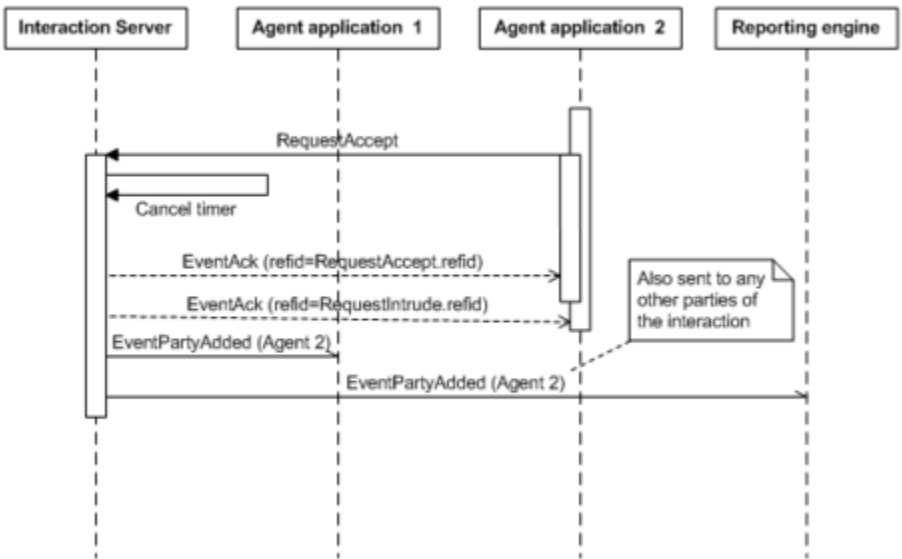

Intrusion Requested

This phase uses the messages shown in the following table:

Messages in Intrusion Requested

Message	Protocol
EventAgentInvited	Reporting
EventInvite	Interaction Management

Intrusion Accepted

In this phase, shown in the figure below, Agent 2 accepts the invitation to join the interaction. Interaction Server responds with two instances of EventAck: the first one acknowledges the agent's RequestAccept from this phase, the other acknowledges the agent's RequestIntrude from the preceding phase.

Intrusion Accepted

Interaction Server then reports the addition of Agent 2 to the interaction by sending EventPartyAdded to Agent 1, the reporting engine, and any other parties to the interaction.
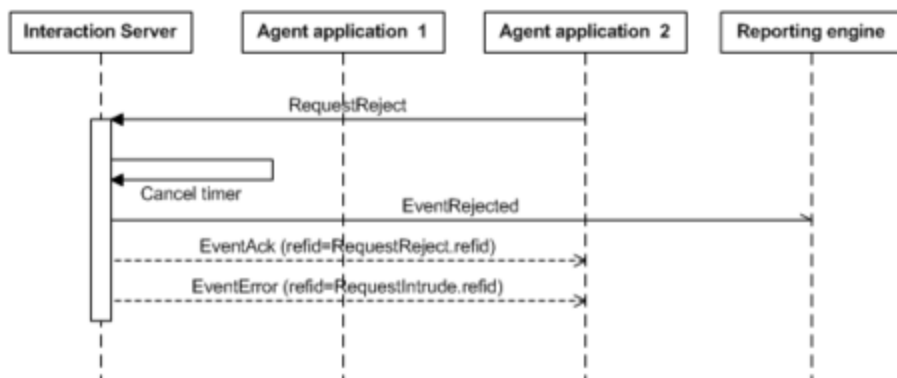
This phase uses the messages shown in the following table:

Messages in Intrusion Accepted

Message	Protocol
EventAck	Interaction Management
EventPartyAdded	Reporting and Interaction Management

Intrusion Rejected by Agent

In this phase, shown in the figure below, Agent 2 rejects the invitation to join the interaction. Interaction Server responds with EventAck, replying to RequestReject from this phase, and with EventError, replying to RequestIntrude from the previous Intrusion Requested.
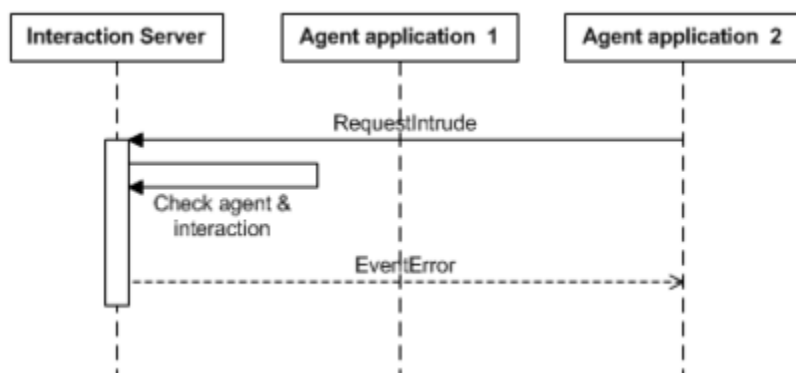
Intrusion Rejected by Agent

This phase uses the messages shown in the following table:

Messages in Rejected by Agent

Message	Protocol
EventAck	Interaction Management
EventError	Interaction Management
EventRejected	Reporting

Intrusion Rejected by Interaction Server

In this phase, shown in the figure below, Interaction Server finds that either the agent or the interaction are not registered, and so rejects Agent 2's request for intrusion.
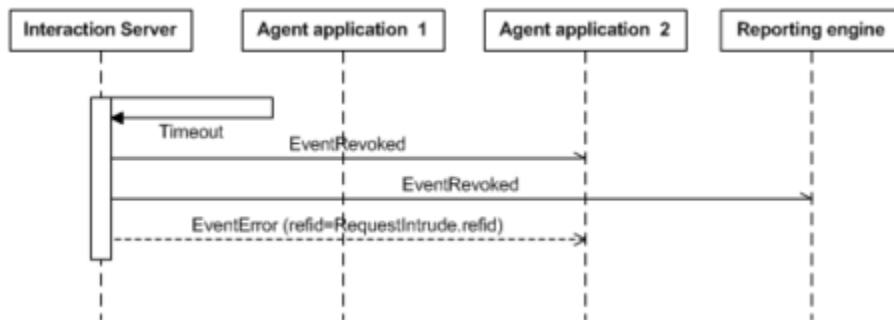

Intrusion Rejected by Interaction Server

This phase uses the messages shown in the following table:

Messages in Intrusion Rejected by Interaction Server

Message	Protocol
EventError	Interaction Management

Intrusion Times Out

In this phase, shown in the figure below, the timer that Interaction Server started in the first phase (Intrusion Requested) expires. Interaction Server then sends EventRevoked to Agent 2 and to the reporting engine. It also sends `EventError` as a response to Agent 2's original `RequestIntrude` in the first phase.

Intrusion Times Out

This phase uses the messages shown in the following table:

Messages in Intrusion Times Out

Message	Protocol
EventError	Interaction Management
EventRevoked	Interaction Management