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Genesys Events and Models Reference

Monitoring Calls

5/5/2025

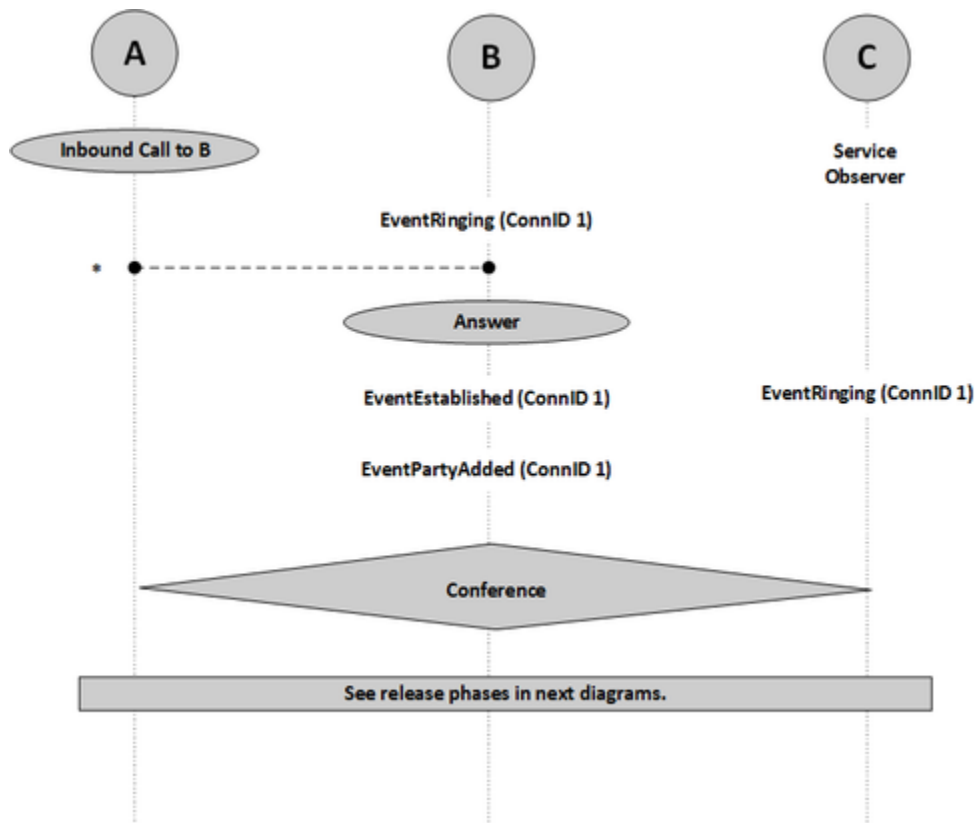
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Monitoring Calls

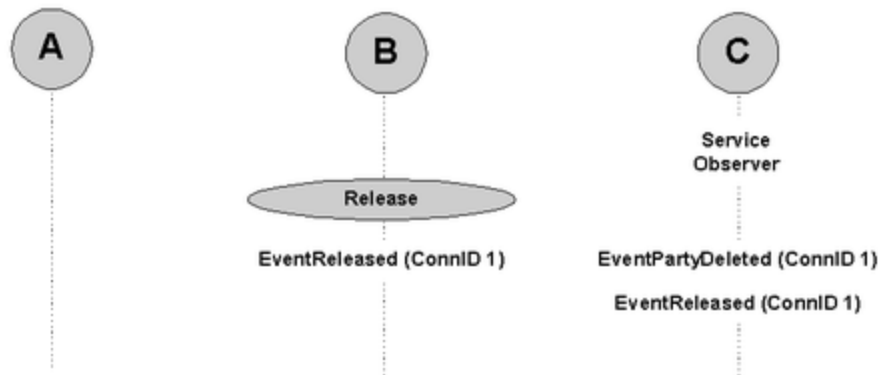
Service Observing on Agent

The following graphics and table describe service observing on an agent.



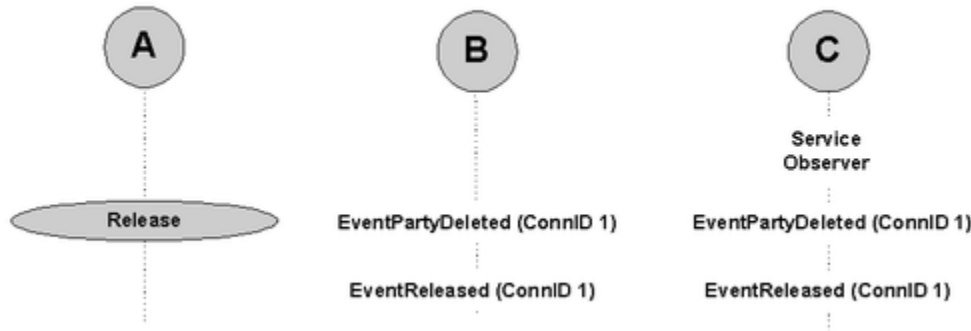
Service Observing on Agent

Agent Releases First



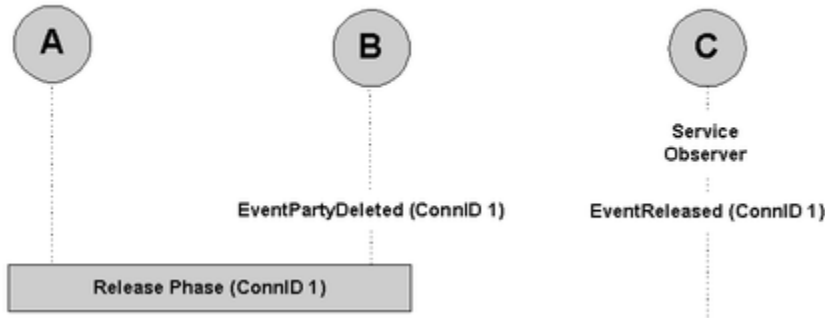
Agent Releases First

External Party Releases First



External Party Releases First

Observer Releases First



Observer Releases First

PARTY A (External)	PARTY B	PARTY C (Service Observer)
Inbound Call		
	EventRinging ConnID 1	

PARTY A (External)	PARTY B	PARTY C (Service Observer)
	ThisDN B ThisDNRole Destination OtherDN A OtherDNRole Origination CallState OK	
	Answer (TAnswerCall)	
	EventEstablished ConnID 1 ThisDN B ThisDNRole Destination OtherDN A OtherDNRole Origination CallState OK	EventRinging ConnID 1 ThisDN C ThisDNRole Observer OtherDN A ^a OtherDNRole Origination ^b CallState Bridged
	EventPartyAdded ConnID 1 ThisDN B ThisDNRole Destination OtherDN C OtherDNRole Observer CallState Bridged	EventEstablished ConnID 1 ThisDN C ThisDNRole Observer OtherDN A OtherDNRole Origination CallState Bridged
Conference		
Release Phase, see description below.		

a. T-Servers for some switches use the party that initialized the Service Observer instead of Party A.

b. T-Servers for some switches use the role of the party that initialized the Service Observer instead of the role of Party A.

Agent Releases First

PARTY A (External)	PARTY B	PARTY C (Service Observer)
	Release (TReleaseCall)	
	EventReleased ConnID 1 ThisDN B ThisDNRole Destination CallState OK	EventPartyDeleted ConnID 1 ThisDN C ThisDNRole Observer OtherDN B OtherDNRole DeletedParty CallState OK
		EventReleased

PARTY A (External)	PARTY B	PARTY C (Service Observer)
		ConnID 1 ThisDN C ThisDNRole Observer OtherDN A CallState OK

External Party Releases First

PARTY A (External)	PARTY B	PARTY C (Service Observer)
External Party Releases a Call		
	EventPartyDeleted ConnID 1 ThisDN B ThisDNRole Destination OtherDN A OtherDNRole DeletedParty ThirdPartyDNRole Observer ^a ThirdPartyDN C ^a CallState OK	EventPartyDeleted ConnID 1 ThisDN C ThisDNRole Observer OtherDN A OtherDNRole DeletedParty CallState OK
	EventReleased ConnID 1 ThisDN B ThisDNRole Destination OtherDN C CallState OK	EventReleased ConnID 1 ThisDN C ThisDNRole Observer OtherDN B CallState OK

a. The attribute contains observer information.

Observer Releases First

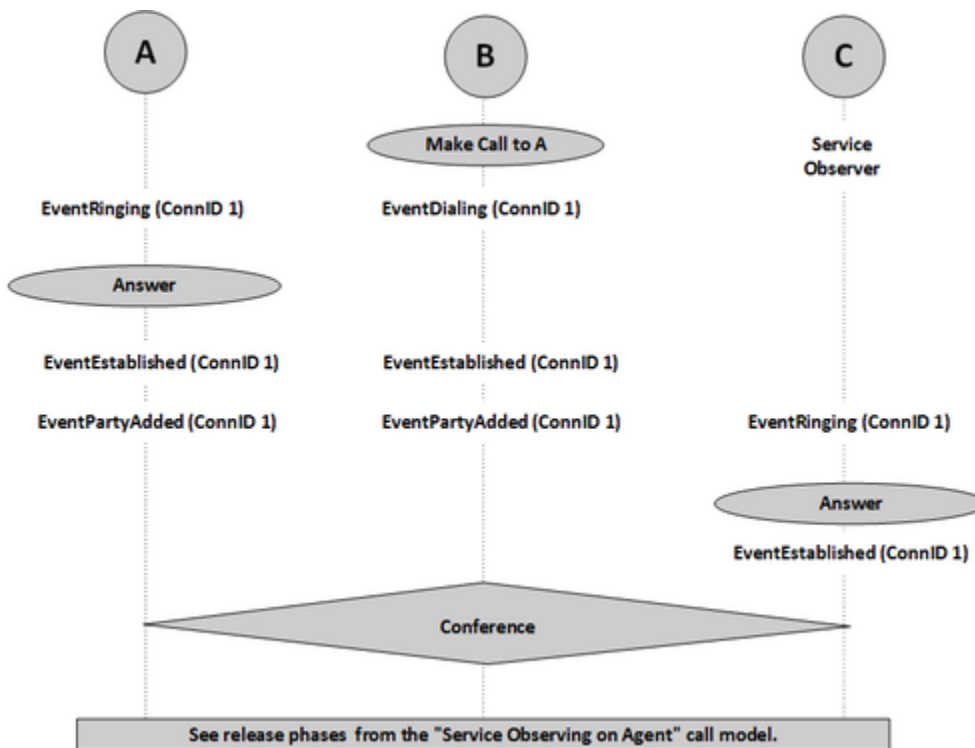
PARTY A (External)	PARTY B	PARTY C (Service Observer)
		Observer Releases a Call
	EventPartyDeleted ConnID 1 ThisDN B ThisDNRole Destination OtherDN C OtherDNRole Observer ThirdPartyDNRole DeletedBy ThirdPartyDN C CallState OK	EventReleased ConnID 1 ThisDN C ThisDNRole Observer CallState OK
Release Phase (ConnID 1)		

Abnormal Call Flow

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

Service Observing for Agent-Initiated Call

The following graphic and table describe service observing for an agent-initiated call.



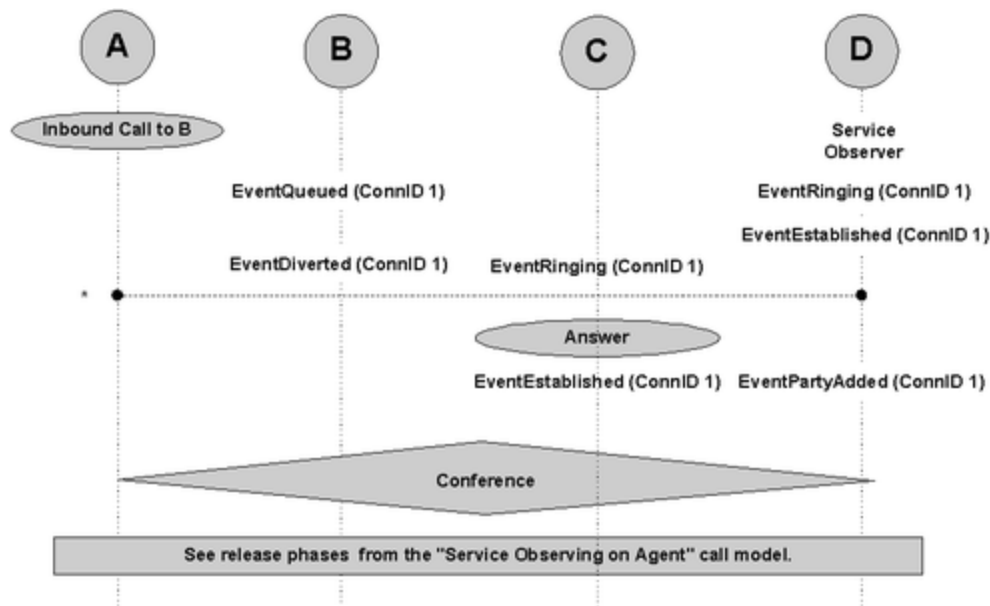
Service Observing for Agent-Initiated Call

PARTY A	PARTY B	PARTY C
EventRinging ConnID 1 ThisDN A ThisDNRole Destination OtherDN B OtherDNRole Origination CallState OK	EventDialing ConnID 1 ThisDN B ThisDNRole Origination OtherDN A OtherDNRole Destination CallState OK	

PARTY A	PARTY B	PARTY C
Answer		
EventEstablished ConnID 1 ThisDN A ThisDNRole Destination OtherDN B OtherDNRole Origination CallState OK	EventEstablished ConnID 1 ThisDN B ThisDNRole Origination OtherDN A OtherDNRole Destination CallState OK	
EventPartyAdded ConnID 1 ThisDN A ThisDNRole Destination OtherDN C OtherDNRole Observer CallState Bridged	EventPartyAdded ConnID 1 ThisDN B ThisDNRole Origination OtherDN C OtherDNRole Observer CallState Bridged	EventRinging ConnID 1 ThisDN C ThisDNRole Observer OtherDN B OtherDNRole Origination CallState Bridged
		Answer
		EventEstablished ConnID 1 ThisDN C ThisDNRole Observer CallState Bridged
Conference		
Release Phase, see description in Service Observer on Agent.		

Service Observing on Queue

The following graphic and table describe service observing on the queue.



Service Observing on Queue

PARTY A (External)	PARTY B	PARTY C	Party D (Observer)
Inbound Call			
	EventQueued ConnID 1 ThisDN B ThisDNRole Destination OtherDN A OtherDNRole Origination		EventRinging ConnID 1 ThisDN D ThisDNRole Observer OtherDN A OtherDNRole Origination CallState Bridged
			EventEstablished ConnID 1 ThisDN D ThisDNRole Observer OtherDN A OtherDNRole Origination CallState Bridged
	EventDiverted ConnID 1 ThisDN B ThisQueue B ThisDNRole Destination OtherDN A OtherDNRole Origination ThirdPartyDN C *OPT ThirdPartyDNRole Destination *OPT	EventRinging ConnID 1 ThisDN C ThisDNRole Destination OtherDN A OtherDNRole Origination CallState Bridged	
		Answer	

PARTY A (External)	PARTY B	PARTY C	Party D (Observer)
		(TAnswerCall)	
		EventEstablished ConnID 1 ThisDN C ThisDNRole Destination OtherDN A OtherDNRole Origination CallState Bridged Extensions: OrigDN-1=A OrigDN-2=D	EventPartyAdded ConnID 1 ThisDN D ThisDNRole Observer OtherDN C OtherDNRole NewParty ThirdPartyDN C ThirdPartyDNRole AddedBy CallState Bridged
Conference			
Release Phase, see description in Service Observer on Agent .			

Abnormal Call Flow

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