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Genesys Events and Models Reference

Outbound Messages

Outbound Messages

DialOutRegistryResp

Sent from IVR Server to the IVR, this message returns information about the related DialOutRegistry message. ConfigError is returned when the corresponding DN from the DialOutRegistry message either is not defined in the Configuration Layer or is not a route point. MiscFailure is currently not used. Success will be returned in all other cases. When using commands Remove and RemoveAll, Success will always be returned.

DialOutRegistryResp Message

Message	Parameter		Optional/Required
Name	Value		
DialOutRegistryResp	Result	MiscFailure ConfigError Success	Required

DialOut

Sent from IVR Server to the IVR, this message indicates that an outbound call has been requested. Values from the original TMakePredictiveCall are included in this message where UDataEx and ExtnsEx are AttributeUserData and AttributeExtensions, respectively. Also, OrigNum is retrieved from AttributeThisDN and DestNum is AttributeOtherDN. TimeToAnswer gives the amount of time, in seconds, that the IVR should allow for an outbound call to be answered before a NoAnswer failure should be returned.

DialOut Message

Message	Parameter		Optional/Required
Name	Value		
DialOut	OrigNum		Required
	DestNum		Required
	RefID		Required
	TimeToAnswer		Required