GENESYS™

Genesys Events and Models Reference

Predictive Dialing

5/5/2025

Contents

Predictive Dialing

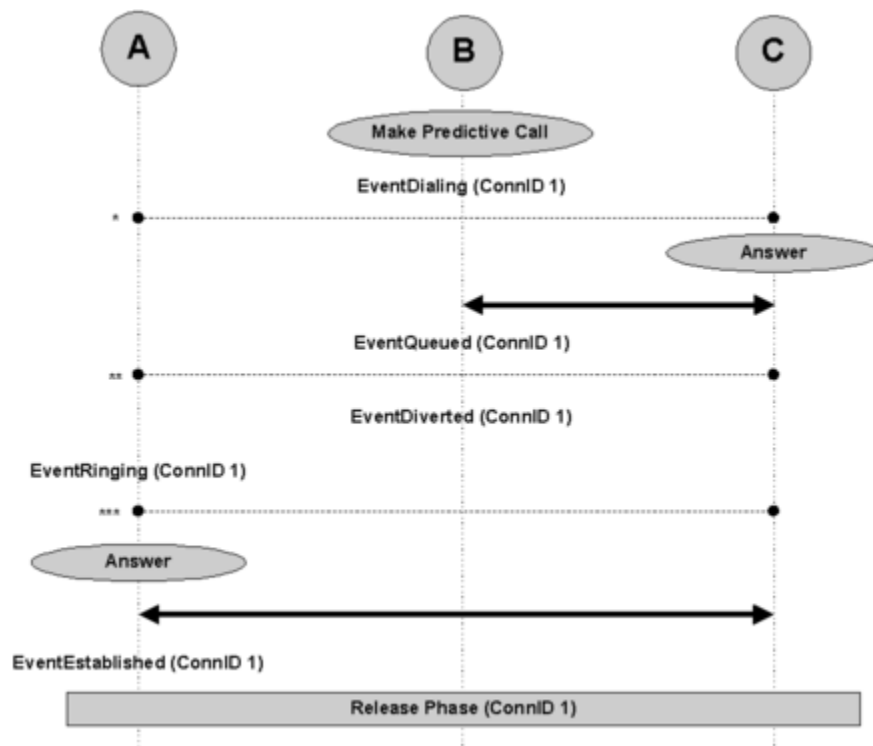Note the following comments in the call models:

*0PT—Optional.

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

Predictive Call

The following graphic and table describe a predictive call.

Predictive Call

PARTY A	PARTY B (ACD Group)	PARTY C
	Make Predictive Call (TMakePredictiveCall)	
	EventDialing	

PARTY A	PARTY B (ACD Group)	PARTY C
	ConnID **1** ThisDN **B** ThisQueue **B** ThisDNRole **Origination** OtherDN **C** [*DIAL] OtherDNRole **Destination**	
		Answer
	EventQueued ConnID **1** ThisDN **B** ThisQueue **B** ThisDNRole **Origination** CallState **OK** / **AnsweringMachineDetected** [a]	
	EventDiverted ConnID **1** ThisDN **B** ThisQueue **B** ThisDNRole **Origination** OtherDN **C** OtherDNRole **Destination** ThirdPartyDN **A** [*OPT] ThirdPartyDNRole **Origination** [*OPT]	
EventRinging ConnID **1** ThisDN **A** ThisDNRole **Origination** OtherDN **C** OtherDNRole **Destination** CallState **OK**		
Answer (TAnswerCall)		
EventEstablished ConnID **1** ThisDN **A** ThisDNRole **Origination** OtherDN **C** OtherDNRole **Destination**		
Release Phase (ConnID 1)		

a. If the switch reports that a call is connected to an answering machine, T-Server also attaches a key-value pair AnswerClass=AM to the call's UserData.

Abnormal Call Flow

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

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

a. CallState in this case may be any of the following:

- CallStateGeneralError
- CallStateSystemError
- CallStateBusy
- CallStateNoAnswer
- CallStateAnsweringMachineDetected
- CallStateFaxDetected
- CallStateAllTrunksBusy
- CallStateQueueFull
- CallStateDropped
- CallStateSitDetected
- CallStateSitInvalidnum
- CallStateSitVacant
- CallStateSitIntercept
- CallStateSitUnknown
- CallStateSitNocircuit
- CallStateSitReorder

Predictive Call with Routing

The following graphic and table describe a predictive call with routing.
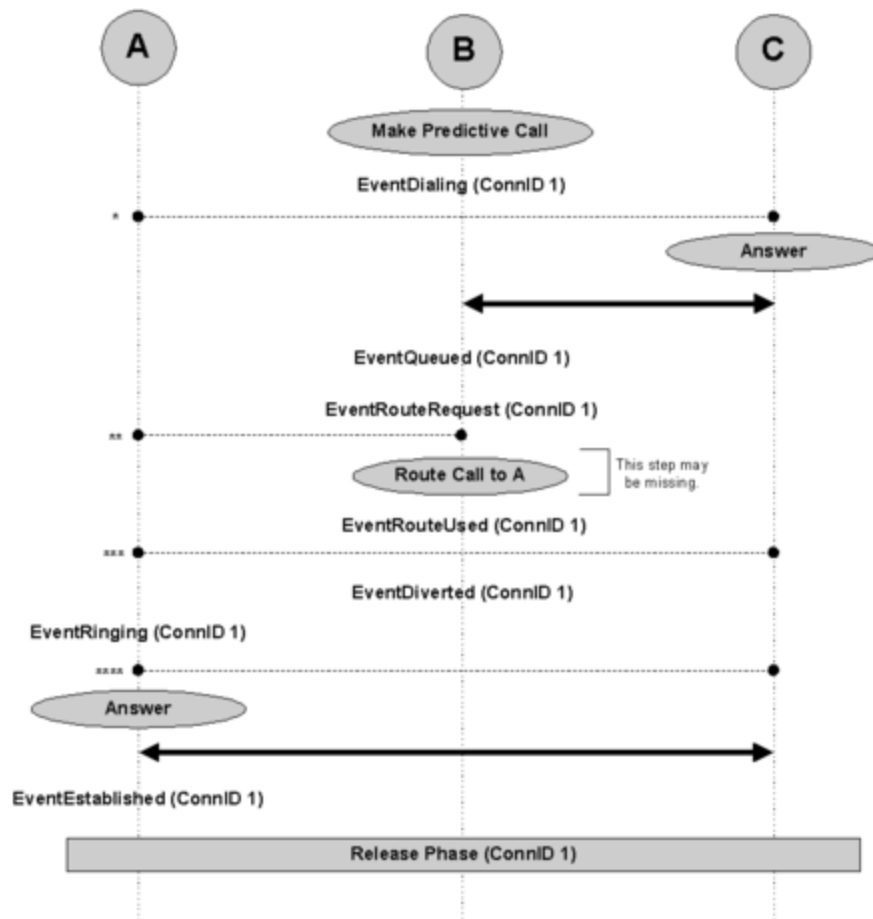
Predictive Call with Routing

PARTY A	PARTY B (ACD Group)	PARTY C
	Make Predictive Call (TMakePredictiveCall)	
	EventDialing ConnID **1** ThisDN **B** ThisQueue **B** ThisDNRole **Origination** OtherDN **C** *DIAL OtherDNRole **Destination**	
		Answer
	EventQueued ConnID **1** ThisDN **B** ThisQueue **B**	

PARTY A	PARTY B (ACD Group)	PARTY C
	ThisDNRole **Origination** CallState **OK** / **FaxDetected** / **AnsweringMachineDetected** [a]	
	EventRouteRequest ConnID **1** ThisDN **B** ThisQueue **B** ThisDNRole **Origination** OtherDN **C** OtherDNRole **Destination**	
	Route Call to A **(TRouteCall)**	
	EventRouteUsed ConnID **1** ThisDN **B** ThisDNRole **Origination** OtherDN **C** OtherDNRole **Destination** ThirdPartyDN **A** [*OPT] ThirdPartyDNRole **Origination** [*OPT] **EventDiverted** ConnID **1** ThisDN **B** ThisQueue **B** ThisDNRole **Origination** OtherDN **C** OtherDNRole **Destination** ThirdPartyDN **A** [*OPT] ThirdPartyDNRole **Origination** [*OPT]	
EventRinging ConnID **1** ThisDN **A** ThisDNRole **Origination** OtherDN **C** OtherDNRole **Destination** CallState **OK**		
Answer (TAnswerCall)		
EventEstablished ConnID **1** ThisDN **A** ThisDNRole **Origination** OtherDN **C** OtherDNRole **Destination**		
	Release Phase (ConnID 1)	

a. If the switch reports that a call is connected to an answering machine, T-Server also attaches a key-value pair AnswerClass=AM to the call's UserData.

Abnormal Call Flow

| Interruption Point	PARTY A	PARTY B	PARTY C
*		**EventReleased** ConnID **1** ThisDN **B** OtherDN **C** CallState [a]	
** and ***		**EventAbandoned** ConnID **1** ThisDN **B** OtherDN **C** CallState **OK**	
****	**EventAbandoned** ConnID **1** ThisDN **A** OtherDN **C** CallState **OK**		

a. CallState in this case may be any of the following:

- CallStateGeneralError
- CallStateSystemError
- CallStateBusy
- CallStateNoAnswer
- CallStateAnsweringMachineDetected
- CallStateFaxDetected
- CallStateAllTrunksBusy
- CallStateQueueFull
- CallStateDropped
- CallStateSitDetected
- CallStateSitInvalidnum
- CallStateSitVacant
- CallStateSitIntercept
- CallStateSitUnknown
- CallStateSitNocircuit
- CallStateSitReorder

Predictive Call (Connected to a Device Specified in Extensions)

The following graphic and table describe a predictive call (connected to a device specified in extensions).
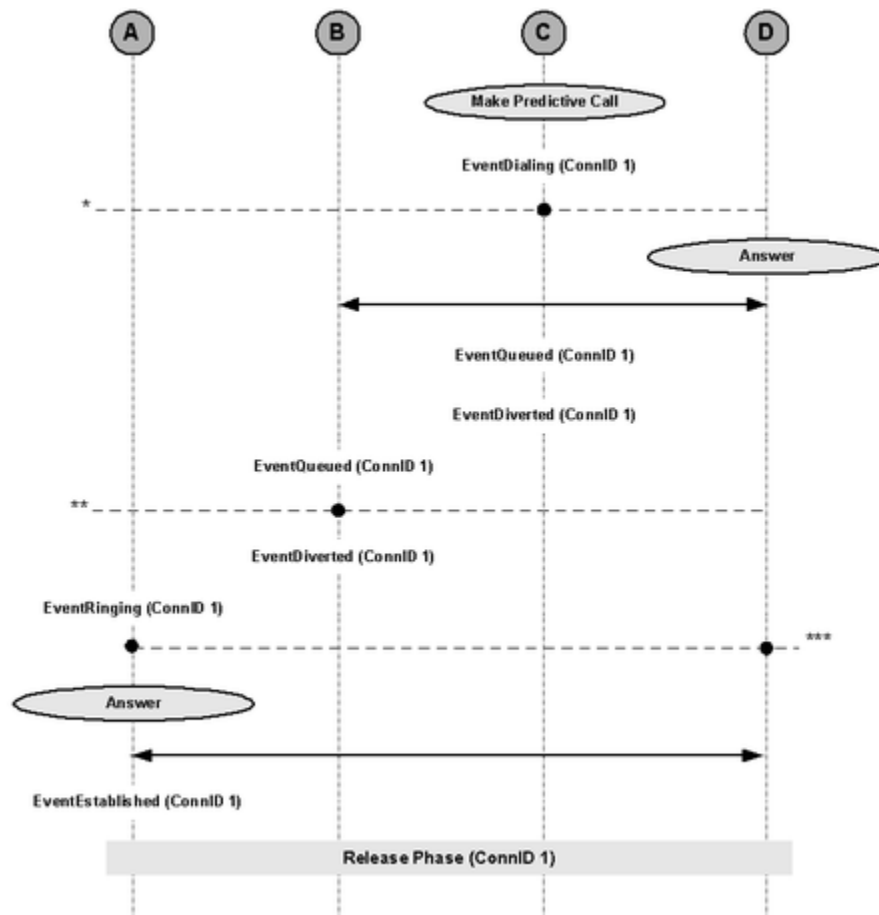
Predictive Call (Connected to a Device Specified in Extensions)

PARTY A	PARTY B (ACD Group Specified in the Extensions of TMakePredictiveCall)	PARTY C (Routing Point or ACD Group)	PARTY D
		Make Predictive Call (TMakePredictiveCall)	
		EventDialing ConnID **1** ThisDN **C**	

PARTY A	PARTY B (ACD Group Specified in the Extensions of TMakePredictiveCall)	PARTY C (Routing Point or ACD Group)	PARTY D
		ThisQueue **C** ThisDNRole **Origination** OtherDN **D** [*DIAL] OtherDNRole **Destination**	
			Answer
		EventQueued ConnID **1** ThisDN **C** ThisQueue **C** ThisDNRole **Origination** CallState **OK/AnsweringMachine-Detected**	
		EventDiverted ConnID **1** ThisDN **C** ThisQueue **C** ThisDNRole **Origination** OtherDN **D** OtherDNRole **Destination** ThirdPartyDN **B** ThirdPartyDNRole **Origination**	
	EventQueued ConnID **1** This DN **B** ThisQueue **B** ThisDNRole **Origination** OtherDN **D** OtherDNRole **Destination**		
	EventDiverted ConnID **1** ThisDN **B** ThisQueue **B** ThisDNRole **Origination** OtherDN **D** OtherDNRole **Destination** ThirdPartyDN **A** [*OPT] ThirdPartyDNRole **Origination** [*OPT]		
EventRinging ConnID **1** ThisDN **A** ThisDNRole **Origination** OtherDN **D** OtherDNRole **Destination** CallState **OK**			
Answer			

PARTY A	PARTY B (ACD Group Specified in the Extensions of TMakePredictiveCall)	PARTY C (Routing Point or ACD Group)	PARTY D
(TAnswerCall)			
EventEstablished ConnID **1** ThisDN **A** ThisDNRole **Origination** OtherDN **D** OtherDNRole **Destination**			
Release Phase (ConnID 1)			

Abnormal Call Flow

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

a. CallState in this case may be any of the following:

- CallStateGeneralError
- CallStateSystemError
- CallStateBusy
- CallStateNoAnswer
- CallStateAnsweringMachineDetected
- CallStateFaxDetected

- CallStateAllTrunksBusy
- CallStateQueueFull
- CallStateDropped
- CallStateSitDetected
- CallStateSitInvalidnum
- CallStateSitVacant
- CallStateSitIntercept
- CallStateSitUnknown
- CallStateSitNocircuit
- CallStateSitReorder