Genesys Events and Models Reference

Query Events

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Contents

Query Events

EventAddressInfo

Description

This event is generated as a response to the `TQueryAddress()` function and includes information specified by `InfoType` and `InfoStatus` about the telephony object specified by either `ThisDN` or `ThisQueue`.

Contents

Event Attribute	Type
AgentID [a]	Optional
CallID	Optional
ConnID [b]	Optional
CustomerID	Optional
Event	Mandatory
Extensions [c]	Optional
InfoStatus	Mandatory
InfoType [c]	Mandatory
NetworkCallID	Optional
NetworkNodeID	Optional
PreviousConnID [b]	Optional
ReferenceID	Mandatory
Reasons [d]	Optional
Server	Mandatory
ThisDN	Mandatory
ThisQueue	Optional
time	Mandatory
TransferredNetworkCallID	Optional
TransferredNetworkNodeID	Optional
UserData	Optional

a. The `AgentID` attribute can only be present for objects of `AddressTypePosition` or `AddressTypeDN`.
b. The `ConnID` and `PreviousConnID` attributes are mandatory when the `InfoType` parameter is set to

AddressInfoCallsQuery. ConnID is the connection ID for the active call; PreviousConnID is the connection ID for the held call, if any.

c. Based on the InfoType value, additional information is provided in the InfoStatus, which is a union element, and in Extensions attributes. See Table InfoStatus and Extensions in EventAddressInfo Available for All T-Servers for InfoType=AddressInfoQueueStatus and AddressInfoDNStatus, which are available on all T-Servers. See Table InfoStatus and Extensions in EventAddressInfo Available for Particular T-Servers for all other InfoTypes that are available on a device-specific basis. If a particular InfoType is not supported, T-Server responds with EventError.

d. If present, the value here is the last known KVList data supplied by recent activity for this address.

InfoStatus and Extensions in EventAddressInfo Available for All T-Servers

Attribute InfoStatus	Attribute Extensions		
Key	**Value Type**	**Value Description**	
InfoType=AddressInfoQueueStatus			
NumberOfCalls[a]	conn-%d	string	The connection ID of a call (converted into a string).
	ct-%d	integer	The CallType for the corresponding ConnectionID.
	mt-%d	integer	The media type of the corresponding ConnectionID. (The value may be absent here if the media type is voice. [b]) 0 (or absent) if voice >0 for non-voice media
	ps-%d	integer	The Call-Party state for the corresponding Connection ID. See Unified Call-Party States for more details.
	status	integer	The DN status. [c]
InfoType=AddressInfoDNStatus			
NumberOfCalls[a]	conn-%d	string	The connection ID of a call (converted into a string).
	ct-%d	integer	The CallType for the corresponding connection ID.
	mt-%d	integer	The media type of the corresponding connection ID. (The

Attribute InfoStatus	Attribute Extensions	
		value may be absent here if the media type is voice. [b]) 0 (or absent) if voice >0 for non-voice media
	ps-%d	integer	The Call-Party state for the corresponding Connection ID. See Unified Call-Party States for more details.
	queue-%d	string	The enumerated queues associated with an agent logged into a DN.
	AgentStatus	integer	The Agent status. [d]
	status	integer	The DN status. [c]
	dnd	integer	Do Not Disturb status. [e] Not present if T-Server has no information about the DND status.
	fwd	string	Specifies forwarding targets based on corresponding conditions. [f] Not present if T-Server has no information about Forward status.
	mwl	integer	Message Waiting Lamp status. [g] Not present if T-Server has no information about MWL status.

a. The information is based on what T-Server can provide; it may be inaccurate when T-Server is not in sync with the switch. It is possible for T-Server to return a non-error message with missing parameters in response to a request regarding an incorrectly configured DN or queried DN.
b. Client applications should set this value to 0 (zero) if it is absent in the event. This insures that the media type is understood to be voice.
c. The following are the DN statuses:

- <0 (UNKNOWN): there is no available information about the DN status.

- 0 (IDLE): there is no activity on the DN.

- >0 (NOT_IDLE): there is some activity on the DN—there is at least one call on the DN or the device is off-hook. Note the following special values:

- 0x80: DN is out of service.

- 0xC0: DN is undergoing maintenance.

- 0x90: Device associated with DN is locked out.

- 0x88: DN is vacant.

d. The following are the Agent statuses:

- <0 (UNKNOWN): the status of an agent is unknown.

- 0 (LOGGED_OUT): there is no agent logged on this DN.

- 1 (LOGGED_IN): an agent is logged in but work mode is unknown.

- 2 (READY): the status of agent is Ready.

- 3 (NOT_READY): the status of agent is NotReady.

- 4 (ACW): the status of agent is AfterCallWork.

- 5 (WALK_AWAY): the status of agent is WalkAway.

Note: The AgentStatus Extensions key is delivered only for objects with an Address type of AddressTypePosition or AddressTypeDN.

e. The following are the DND statuses:

- 0: DND off

- 1: DND on

f. Possible values are:

- off, on, or the designated destination DN (for unconditional forwarding), or the designated destination–DN list (with conditions for forwarding). The following conditions may be used: OnBusy, OnNoAnswer, OnBusyAndNoAnswer, SendAllCalls.
  - Examples:
    1. Unconditional Destination DN: 3000
    2. Conditions with Destination-DN list: OnBusy:1000 OnNoAnswer:2000. (This forwards calls to two different DNs based on certain conditions being met.)

g. The following are the MWL statuses:

- 0: MWL off

- 1: MWL on

InfoStatus and Extensions in EventAddressInfo Available for Particular T-Servers

Attribute InfoStatus		Attribute Extensions	
Key	Value Type	Value Description	

Attribute InfoStatus	Attribute Extensions		
	InfoType=AddressInfoAddressStatus		
AddressStatus			
	InfoType=AddressInfoMessageWaitingStatus		
MsgWaitingStatus			
	InfoType=AddressInfoAssociationStatus		
AssociationStatus			
	InfoType=AddressInfoCallForwardingStatus		
CallForwardingStatus			
	InfoType=AddressInfoAgentStatus		
AgentStatus			
	InfoType=AddressInfoNumberOfAgentsInQueue		
NumberOfAgentsInQueue	AgentsInQueue	integer	Requested number is returned in AddressInfoStatus attribute; in addition, the Extensions attribute contains all of three keys
	AvailableAgents	integer	
	CallsInQueue	integer	
	InfoType=AddressInfoNumberOfAvailableAgentsInQueue		
NumberOfAvailable-AgentsInQueue	AgentsInQueue	integer	Requested number is returned in AddressInfoStatus attribute; in addition, the Extensions attribute contains all of three keys
	AvailableAgents	integer	
	CallsInQueue	integer	
	InfoType=AddressInfoNumberOfCallsInQueue		
NumberOfCallsInQueue	AgentsInQueue	integer	Requested number is returned in AddressInfoStatus attribute; in addition, the Extensions attribute contains all of three keys
	AvailableAgents	integer	
	CallsInQueue	integer	
	InfoType=AddressInfoAddressType		
AddressType			

Attribute InfoStatus	Attribute Extensions		
	InfoType=AddressInfoCallsQuery		
NumberOfListElements	call-%d	integer	The Call ID of a call
	conn-%d	string	The Connection ID of a call (converted into a string)
	state-%d	integer	The state of the DN in question as a party of the call. See AddressStatusInfoType in the Voice Platform SDK API Reference for details.
	InfoType=AddressInfoQueueLoginAudit		
NumberOfListElements	agent-extension	string	The agent ID
	InfoType=AddressInfoNumberOfIdleClassifiers		
NumberOfIdleClassifiers	Idle	integer	NumberOfIdleClassifiers
	InUse	integer	NumberOfClassifiersInUse
	InfoType=AddressInfoNumberOfClassifiersInUse		
NumberOfClassifiersInUse	Idle	integer	NumberOfIdleClassifiers
	InUse	integer	NumberOfClassifiersInUse
	InfoType=AddressInfoNumberOfIdleTrunks		
NumberOfIdleTrunks	Idle	integer	NumberOfIdleTrunks
	InUse	integer	NumberOfTrunksInUse
	InfoType=AddressInfoNumberOfTrunksInUse		
NumberOfTrunksInUse	Idle	integer	NumberOfIdleTrunks
	InUse	integer	NumberOfTrunksInUse
	InfoType=AddressInfoDatabaseValue		
	ID	string	A database value

Example

EventAddressInfo Feature Example

EventPartyInfo

Description

The information about the call specified by `ConnID`. T-Server returns `EventPartyInfo` only to the client that issued a call to the `TQueryCall()` function.

Contents

Event Attribute	Type
ANI	Optional
CallHistory	Optional
CallID	Mandatory
CallType	Mandatory
ConnID	Mandatory
CustomerID	Optional
DNIS	Optional
Event	Mandatory
Extensions [a]	Mandatory
InfoStatus.NumberOfListElements [b]	Mandatory
NetworkCallID	Optional
NetworkNodeID	Optional
OtherDN [c]	Optional
OtherDNRole [c]	Optional
PreviousConnID [d]	Optional
ReferenceID	Mandatory

Event Attribute	Type
Server	Mandatory
ThisDN [e]	Optional
ThisDNRole [e]	Optional
ThisTrunk	Optional
time	Mandatory
TransferredNetworkCallID	Optional
TransferredNetworkNodeID	Optional
UserData	Optional

a. The directory numbers of parties participating in the call specified by ConnID are specified as key-value pairs with the key party-<n> in the Extensions attribute, where <n> is the party number. Some switches might not report a Queue or a Routing Point as a call party.
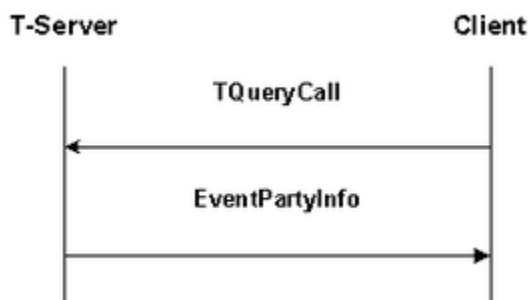b. This attribute consists of the number of known parties participating in a call.
c. T-Server returns the OtherDN and OtherDNRole attributes if the condition described in Table Footnote a. takes place, and the number of parties involved in the call specified by ConnID is 2.
d. The attribute must appear if the value of CallType is Consult.
e. T-Server returns the OtherDN and OtherDNRole attributes if the condition described in Table Footnote a. takes place, and the number of parties involved in the call specified by ConnID is 2.

Example

EventPartyInfo Feature Example

EventLocationInfo

Description

This event is generated as a response to the TQueryLocation() function and includes information specified by InfoType about the remote location specified by the Location parameter.

Contents

Event Attribute	Type
Event	Mandatory
Extensions	Optional
InfoType	Mandatory
Location	Optional
Server	Mandatory
time	Mandatory
ReferenceID	Optional

Additional information based on `InfoType` is provided in the `Extensions` attributes. When information is requested about one remote location, the `Extensions` attribute can contain the following key-value pairs:

Extensions in EventLocationInfo

Key	Value	Value Type
LQ-location-name	location	string
LQ-location-status	loc-status, 0 - disconnected (configured) 1 - connected	integer
LQ-link-status	link-status, 0 - disconnected 1 - connected	integer

When information is requested about more than one location, these same key-value pairs for each location are referred to in the `loc-list[i]` value of the `LQ-location-%d` key within the `Extensions` attribute, where `i` is the number of a remote location (`i=0` defines the first location).

InfoType and Extensions in EventLocationInfo

Key	Value	Value Type
	InfoType=LocationInfoAllLocations or InfoType=LocationInfoMonitorAllLocations	
LQ-location-%d	loc-list[i]	kv-list
	InfoType=LocationInfoLocationData or InfoType=LocationInfoMonitorLocation	
LQ-location-name	location	string
LQ-location-status	loc-status, 0 - disconnected (configured) 1 - connected	integer

Key	Value	Value Type
LQ-link-status	link-status, 0 - disconnected 1 - connected	integer

EventServerInfo

Description

Delivers the information about T-Server specified in `ServerVersion`, `ServerRole`, and `Capabilities`.

Contents

Event Attribute	Type
Capabilities	Mandatory
CustomerID	Optional
Event	Mandatory
Extensions [a]	Mandatory
HomeLocation	Optional
ReferenceID	Mandatory
Server	Mandatory
ServerRole	Mandatory
ServerVersion	Mandatory
time	Mandatory
ServerCapabilityMask	Mandatory [b]

a. See Extensions in EventServerInfo for details. When related to information about a T-Server's ability to support transaction monitoring, this attribute indicates that support, and its key-value pairs contain information about the supported transaction monitoring classes. (For transaction monitoring purposes, this attribute is not present when the T-Server in question does not support that feature.)
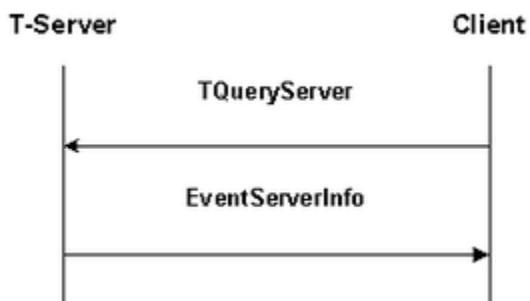b. If the capability mask includes `TransactionMonitoring` and `EventTransactionStatus`, the T-Server in question supports transaction monitoring.

Extensions in EventServerInfo

Key	Value	Value Type
T-Server	The full string designating information about the current version of T-Server (the same as if T-Server has been started with the `-V` command line option)	string

Key	Value	Value Type
Features	The list of features with which T-Server is built (the same list as that which results from T-Server being started with the -V command line option)	string

Example

EventServerInfo Feature Example

EventSwitchInfo

Description

This event is generated as a response to the TQuerySwitch() function and includes the requested information.

Contents

Event Attribute	Type
CustomerID	Optional
Event	Mandatory
Extensions	Mandatory
Reasons	Optional
ReferenceID	Mandatory
Server	Mandatory
time	Mandatory

Extensions in EventSwitchInfo

InfoStatus		Attribute Extensions	
Key	Value Type	Value Description	

InfoStatus	Attribute Extensions		
SwitchInfoDataTime	Date/Time	string	Current date and time information on the switch in the MM/DD/YYYY HH:MM:SS format
SwitchInfoClassifierStat	Idle	integer	NumberOfIdleClassifiers
	InUse	integer	NumberOfClassifiersInUse