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Genesys Events and Models Reference

Releasing Calls

12/19/2025

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Releasing Calls

This section illustrates the standard processes by which calls are released.

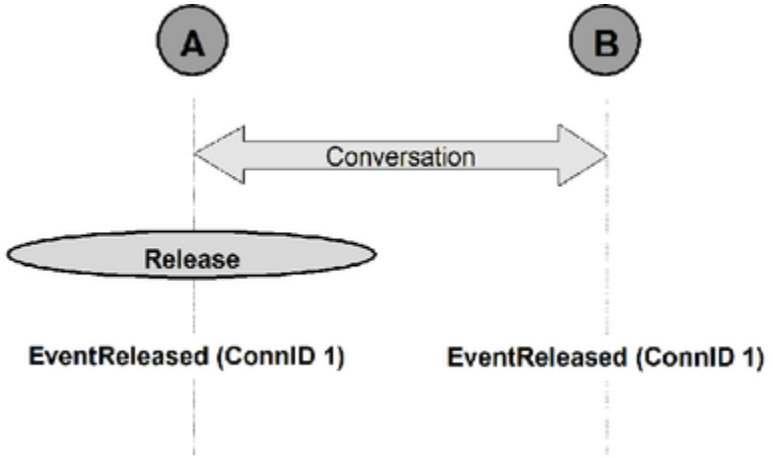
Note the following comments in the call models:

*0PT—Optional.

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

Release Phase

The following graphic and table describe the release phase.

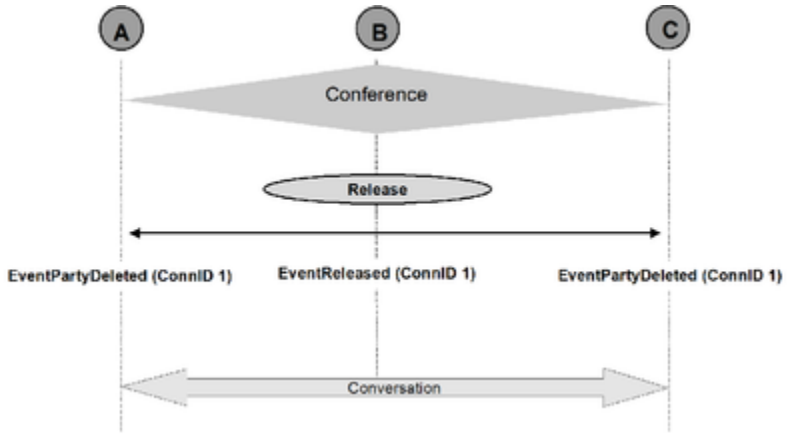


Release Phase

PARTY A	PARTY B
Conversation	
Release (TReleaseCall)	
EventReleased ConnID **1** ThisDN **A** OtherDN **B** *OPT CallState **OK**	**EventReleased** ConnID **1** ThisDN **B** OtherDN **A** *OPT CallState **OK**

Release from Conference Phase

The following graphic and table describe the release from conference phase.



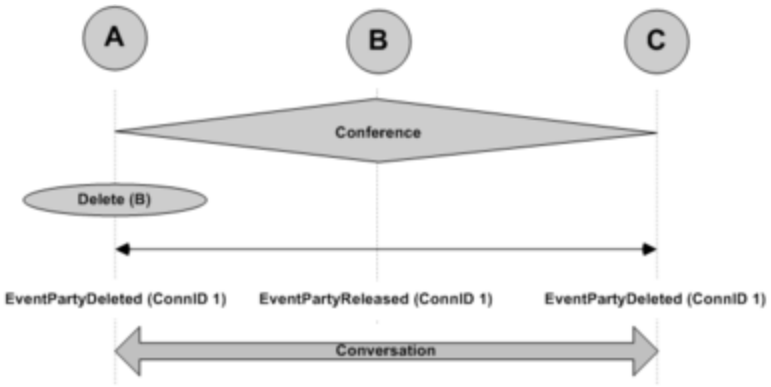
Release from Conference Phase

PARTY A	PARTY B	PARTY C
Conference		
	Release (TReleaseCall)	
EventPartyDeleted ConnID **1** ThisDN **A** OtherDN **B** OtherDNRole **DeletedParty** ThirdPartyDN **B** ThirdPartyDNRole **DeletedBy** CallState **OK/Conferenced** [a]	**EventReleased** ConnID **1** ThisDN **B** CallState **OK**	**EventPartyDeleted** ConnID **1** ThisDN **C** OtherDN **B** OtherDNRole **DeletedParty** ThirdPartyDN **B** ThirdPartyDNRole **DeletedBy** CallState **OK/Conferenced** [a]
Conversation		

a. If more than two parties remain in the conference call, `CallState` has a value of `Conferenced`; otherwise, `CallState` has a value of `OK`.

Delete from Conference Phase

The following graphic and table describe the release phase.



Delete from Conference Phase

PARTY A	PARTY B	PARTY C
Conference		
Delete B (TDeleteFromConference)		
EventPartyDeleted ConnID **1** ThisDN **A** OtherDN **B** OtherDNRole **DeletedParty** ThirdPartyDN **A** ThirdPartyDNRole **DeletedBy** CallState **OK/Conferenced** [a]	**EventReleased** ConnID **1** ThisDN **B** CallState **OK**	**EventPartyDeleted** ConnID **1** ThisDN **C** OtherDN **B** OtherDNRole **DeletedParty** ThirdPartyDN **A** ThirdPartyDNRole **DeletedBy** CallState **OK/Conferenced** [a]
Conversation		

a. If more than two parties remain in the conference call, `CallState` has a value of `Conferenced`; otherwise, `CallState` has a value of `OK`.