



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Events and Models Reference

Shared Call Appearance

Contents

- 1 Shared Call Appearance
 - 1.1 Inbound Call Alerting
 - 1.2 Inbound Call Answered
 - 1.3 Call Termination by a Non-shared Line Phone
 - 1.4 Outbound Call from SCA
 - 1.5 Hold/Retrieve
 - 1.6 Barge-in

Shared Call Appearance

Introduced in SIP Server version 8.1.101.57, Shared Call Appearance (SCA) enables a group of SIP phones to receive inbound calls directed to a single destination (shared line); that way, any phone from this group can answer the call, barge-in to the active call, or retrieve the call placed on hold.

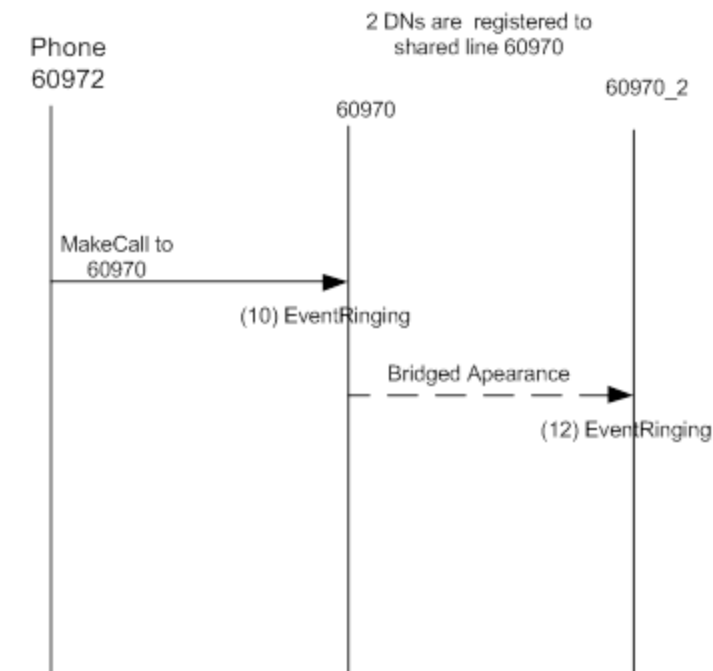
The call flows in this section describe the functions and events related to SCA functionality:

- [Inbound Call Alerting](#)
- [Inbound Call Answered](#)
- [Call Termination by a Non-shared Line Phone](#)
- [Outbound Call from SCA](#)
- [Hold/Retrieve](#)
- [Barge-in](#)

Note: Subscription to other T-Library events is required to see actions on the calls and for Barge-in/Retrieve functions. The T-Library client must not allow to send 3pcc requests from a shared-line user for the calls that are owned by other T-Library clients.

Inbound Call Alerting

The following graphic and table describe the inbound call alerting.



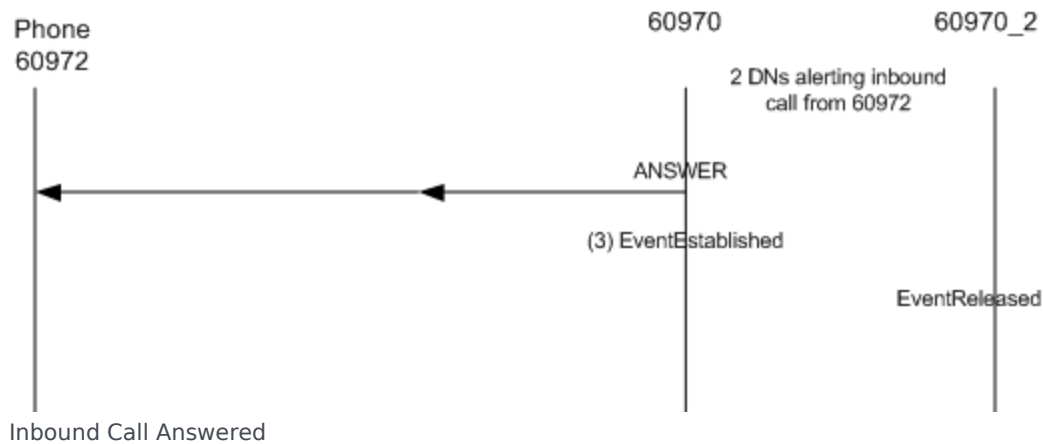
Inbound Call Alerting

Caller (60972)	DN 60970	DN 60970_2	Call Monitoring
EventOffhook ThisDN 60972 EventDialing ConnID 1 ThisDN 60972 OtherDN 60970 CallState Ok	(10) EventRinging ConnID 1 ThisDN 60970 ThisDNRole Destination OtherDN 60972 OtherDNRole Origination CallState Covered CallType Internal/Inbound (depends on 60972 location) Extensions: AppearanceIndex 1 CallState value is Covered because this is a call to a shared line.	(12) EventRinging ConnID 1 ThisDN 60970_2 ThisDNRole Destination OtherDN 60972 OtherDNRole Origination CallState Covered CallType Internal/Inbound (depends on 60972 location) Extensions: AppearanceIndex 1 CallState value is Covered because this is a call to a shared line.	EventCallCreated ConnID 1 EventCallPartyAdded ConnID 1 DN 60972 PartyID 1 State Initiated EventCallPartyState ConnID 1 PartyID 1 State Connected+Dialing EventCallPartyAdded ConnID 1 DN 60970 PartyID 2 State Alerting EventCallPartyAdded ConnID 1 DN 60970_2 PartyID 3 State Alerting

Inbound Call Answered

The following graphic and table describe the inbound call answered call flow.

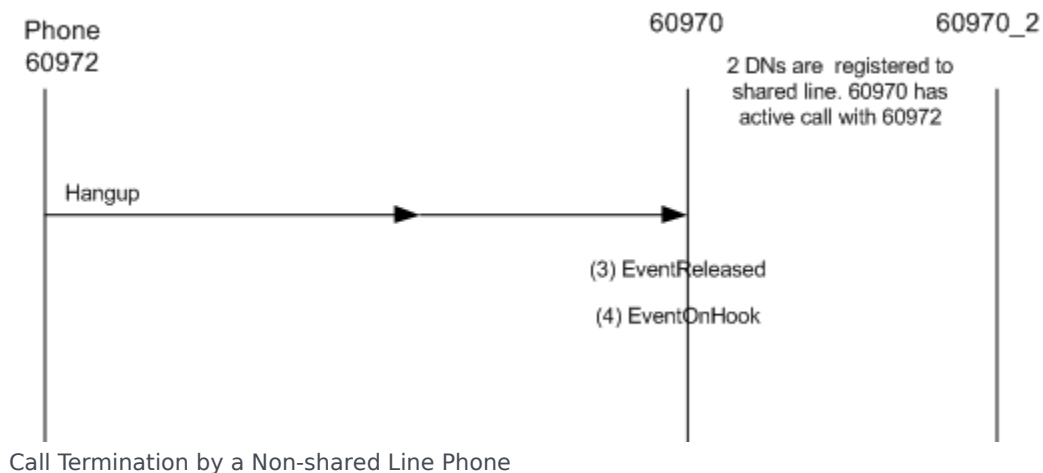
Shared Call Appearance



Caller (60972)	DN 60970	DN 60970_2	Call Monitoring
EventEstablished ConnID 1 ThisDN 60972 ThisDNRole Origination OtherDN 60970 OtherDNRole Destination	(3) EventEstablished ConnID 1 ThisDN 60970 ThisDNRole Destination OtherDN 60972 OtherDNRole Origination Extensions: AppearanceIndex 1	EventReleased ConnID 1 ThisDN 60970_2 ThisDNRole Destination OtherDN 60972 OtherDNRole Origination CallState Redirected	EventCallPartyDeleted ConnID 1 PartyID 3 (60970_2) EventCallPartyState ConnID 1 PartyID 2 State Connected

Call Termination by a Non-shared Line Phone

The following graphic and table describe the call termination by a non-shared line phone call flow.



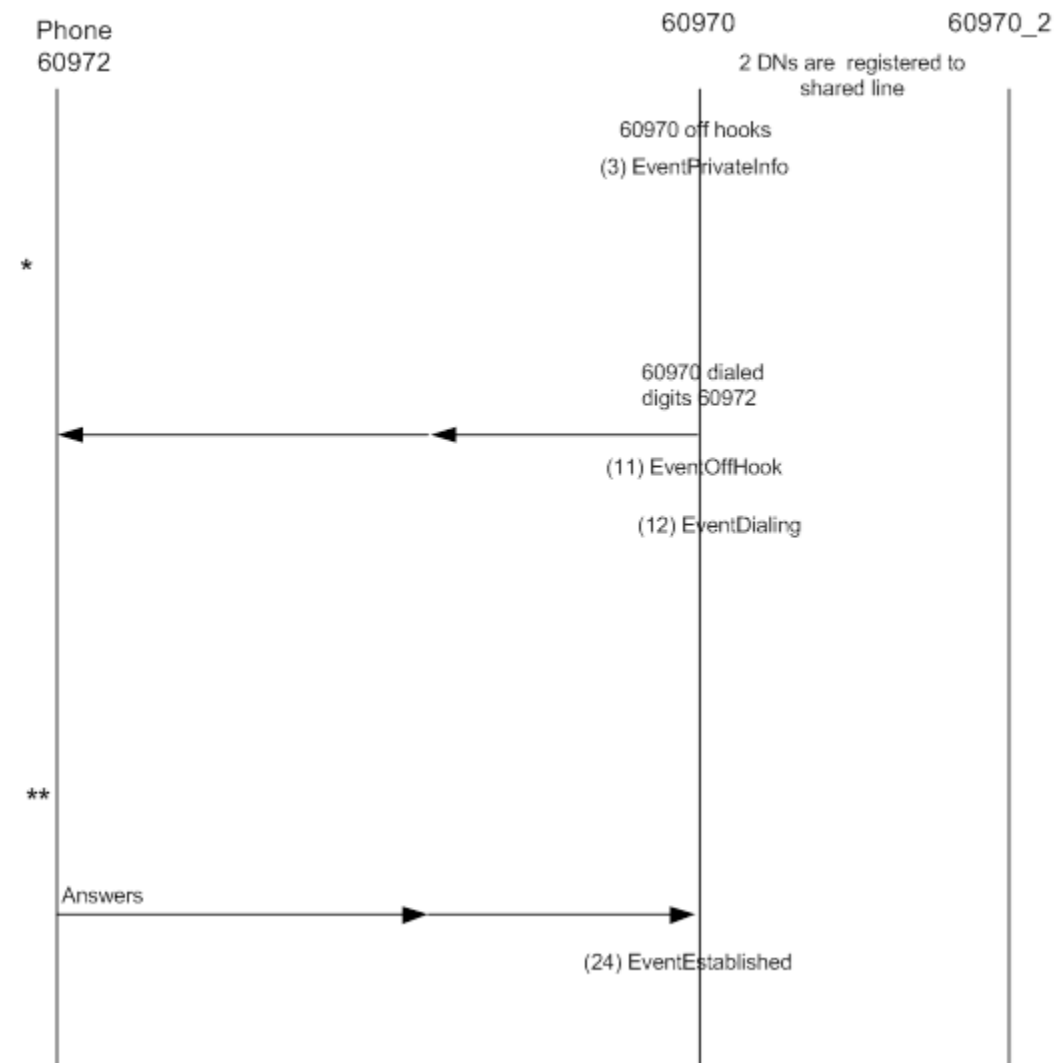
Caller (60972)	DN 60970	DN 60970_2	Call Monitoring
EventReleased	(3) EventReleased		EventCallPartyDeleted

Shared Call Appearance

ConnID 1 ThisDN 60972 OtherDN 60970	ConnID 1 ThisDN 60970 OtherDN 60972 CallState OK (4) EventOnHook ThisDN 60970		ConnID 1 PartyID 2 EventCallPartyDeleted ConnID 1 PartyID 1 EventCallDeleted ConnID 1
--	--	--	--

Outbound Call from SCA

The following graphic and table describe the outbound call from SCA call flow.



Outbound Call from SCA

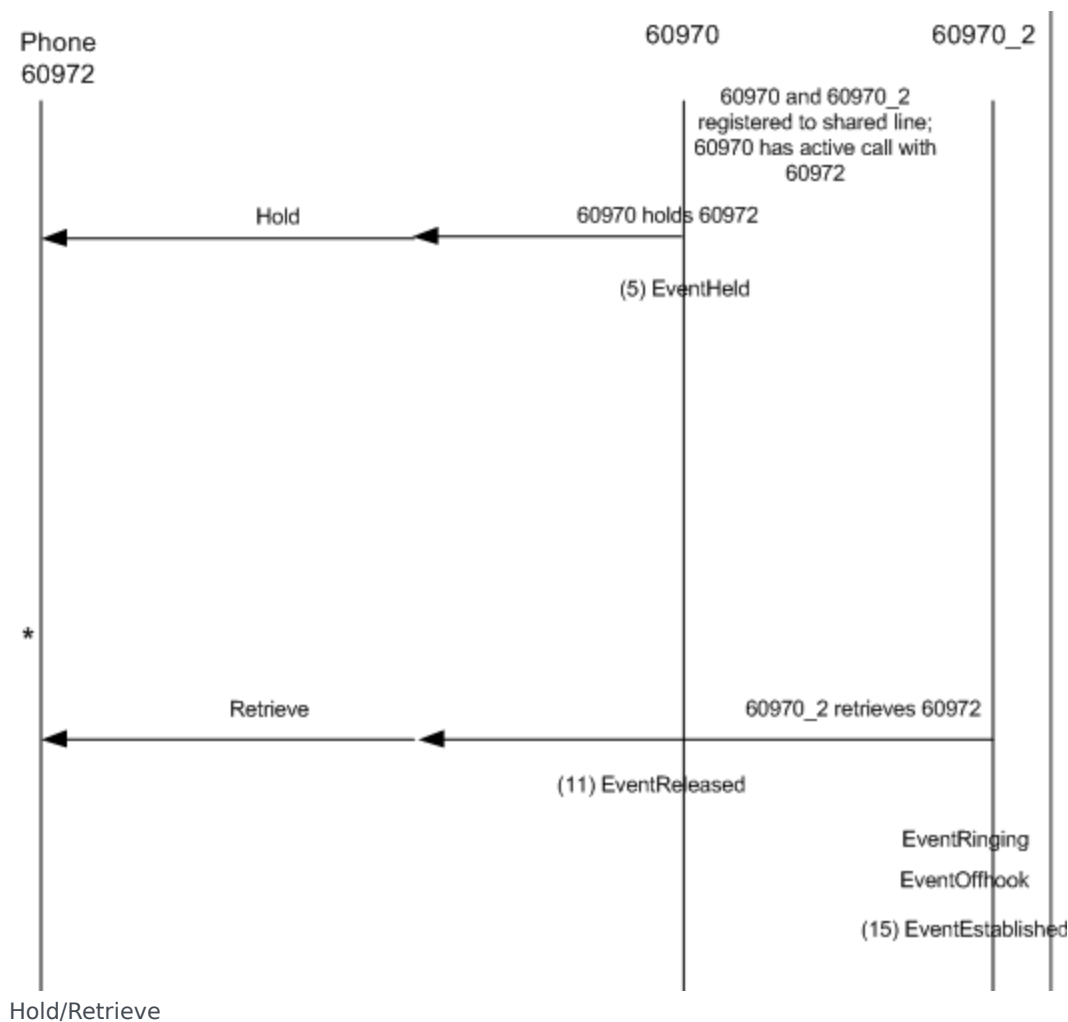
Caller (60972)	DN 60970	DN 60970_2	Call Monitoring
EventRinging OtherDN 60970 EventEstablished OtherDN 60970	(3) EventPrivateInfo ServiceId 4026 ThisDN 60970 Extensions: AppearanceIndex 1 (11) EventOffHook ThisDN 60970 Extensions: AppearanceIndex 1 (12) EventDialing ConnID 1 ThisDN 60970 ThisDNRole Origination OtherDN 60972 OtherDNRole Destination Extensions: AppearanceIndex 1 (24) EventEstablished ConnID 1 ThisDN 60970 ThisDNRole Origination OtherDN 60972 OtherDNRole Destination Extensions: AppearanceIndex 1		EventCallCreated ConnID 1 EventCallPartyAdded ConnID 1 DN 60970 PartyID 1 State Initiated EventCallPartyState ConnID 1 PartyID 1 State Connected+Dialing EventCallPartyAdded ConnID 1 DN 60972 PartyID 3 State Alerting EventCallPartyState ConnID 1 PartyID 3 (60972) State Connected

Abnormal Call Flow

Interruption Point	DN 60970	DN 60970_2	Call Monitoring
* 60970 hangs up	EventReleased ConnID 1 ThisDN 60970 OtherDN 60972 CallState OK EventOnHook ThisDN 60970		
** 60970 hangs up	EventReleased ConnID 1 ThisDN 60970 OtherDN 60972 CallState OK		EventCallPartyDeleted ConnID 1 PartyID 1 EventCallDeleted ConnID 1

Hold/Retrieve

The following graphic and table describe the hold/retrieve call flow.



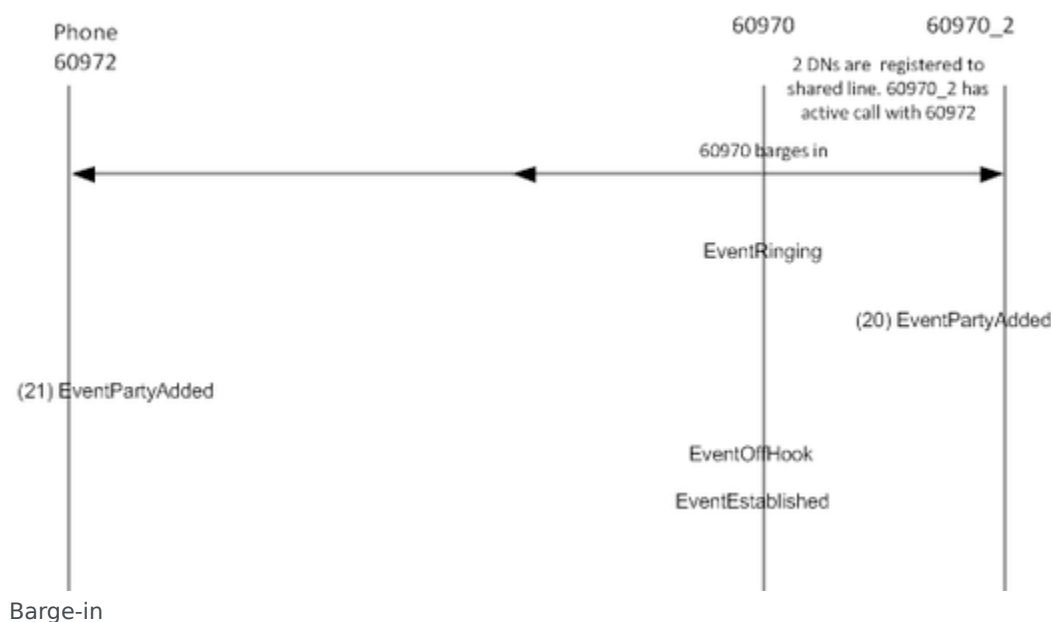
DN 60970	DN 60970_2	Call Monitoring
(5) EventHeld ConnID 1 ThisDN 60970 OtherDN 60972	EventOffhook ThisDN 60970_2 Extensions: AppearanceIndex 1	EventCallPartyState ConnID 1 PartyID 60970partyID State Held
(11) EventReleased ConnID 1 ThisDN 60970 OtherDN 60972 CallState Transferred Cause 1stepTransfer	EventRinging ConnID 1 ThisDN 60970_2 OtherDN 60972 CallState Transferred Extensions: AppearanceIndex 1	EventCallPartyDeleted ConnID 1 PartyID 60970PartyID
	(15) EventEstablished ConnID 1 ThisDN 60970_2 OtherDN 60972 CallState OK Extensions: AppearanceIndex 1	EventCallPartyAdded ConnID 1 PartyID 60970_2partyID State Alerting
		EventCallPartyState ConnID 1 PartyID 60970_2partyID State Connected

Abnormal Call Flow

Interruption Point	DN 60970	DN 60970_2	Call Monitoring
* 60970 hangs up	EventReleased ConnID 1 ThisDN 60970 OtherDN 60972 CallState OK		EventCallPartyDeleted ConnID 1 PartyID 60970PartyID EventCallPartyDeleted ConnID 1 PartyID 60972PartyID EventCallDeleted ConnID 1

Barge-in

The following graphic and table describe the barge-in call flow.



	DN 60970	DN 60970_2	Call Monitoring
EventPartyAdded ConnID 1 ThisDN 60972 OtherDN 60970 OtherDNRole NewParty ThirdPartyDN 60970 ThirdPartyDNRole AddedBy CallState Conferenced	EventRinging ConnID 1 ThisDN 60970 CallState OK ThisDNRole ConferenceMember Extensions: AppearanceIndex 1	EventPartyAdded ConnID 1 ThisDN 60970_2 OtherDN 60970 OtherDNRole NewParty ThirdPartyDN 60970 ThirdPartyDNRole AddedBy CallState Conferenced	EventCallPartyAdded ConnID 1 PartyID 60970partyID State Alerting

	EventOffhook ThisDN 60970 Extensions: AppearanceIndex 1 EventEstablished ConnID 1 ThisDN 60970 CallState Conferenced Extensions: AppearanceIndex 1		EventCallPartyState ConnID 1 PartyID 60970 partyID State Connected
--	---	--	---