Genesys Events and Models Reference

Special Cases

5/9/2025

Contents

Special Cases

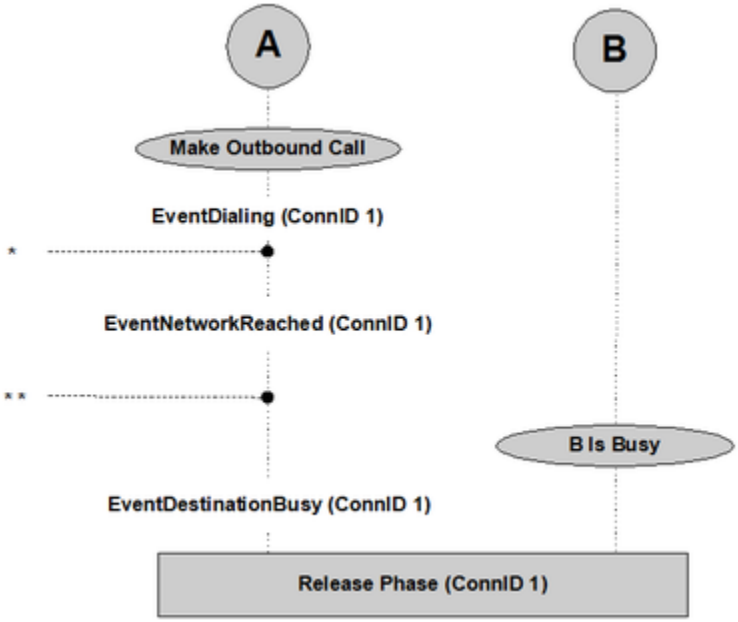
Note the following comments in the call models:

*OPT—Optional.

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

Outbound Call to a Busy Destination

The following graphic and table describe an outbound call to a busy destination.



Outbound Call to a Busy Destination

PARTY A	PARTY B
Make Outbound Call to B (TMakeCall)	
EventDialing ConnID **1** ThisDN **A** ThisDNRole **Origination** OtherDN **B** *DIAL OtherDNRole **Destination** *DIAL **EventNetworkReached**	

PARTY A	PARTY B
ConnID **1** ThisDN **A** ThisDNRole **Origination** OtherDN **B** *DIAL OtherDNRole **Destination** *DIAL	
	B is busy
EventDestinationBusy ConnID **1** ThisDN **A** ThisDNRole **Origination** OtherDN **B** *DIAL OtherDNRole **Destination** *DIAL	
Release Phase (ConnID 1)	

Abnormal Call Flow

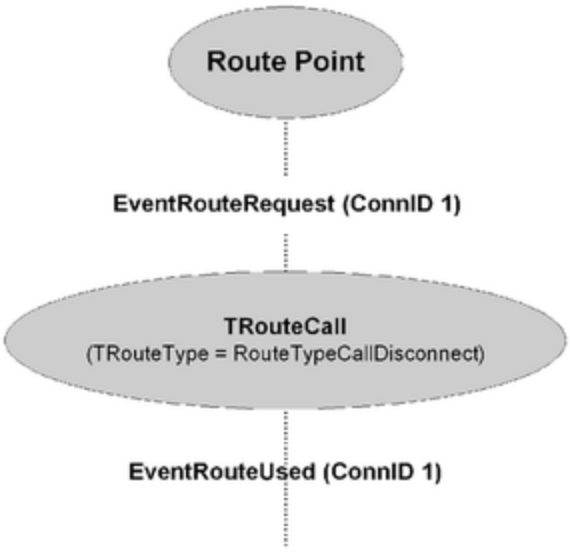
Interruption Point	PARTY A
*	**EventReleased** ConnID **1** ThisDN **A** OtherDN **B** CallState **OK**
**	**EventReleased** ConnID **1** ThisDN **A** OtherDN **B** CallState **OK**

Rejected Call

Call rejection can apply both to incoming and outgoing calls. However, since most call centers forbid dropping the caller (without explaining why the call cannot be answered), for the inbound version of this, rejection is primarily for re-routing calls on a network level.

Generally, the rejected call scenario works either with `RouteTypeDefault` and an empty destination to reject the route request (using the default route destination as configured on the switch), or `RouteTypeCallDisconnect` to reject the call. (`RouteTypeReject` has been deprecated since it is switch-specific.) Two scenarios are applicable here. Rejected Call (Route Point) shows this with a route point involved, and Rejected Call (Route Queue) shows it with a route queue.

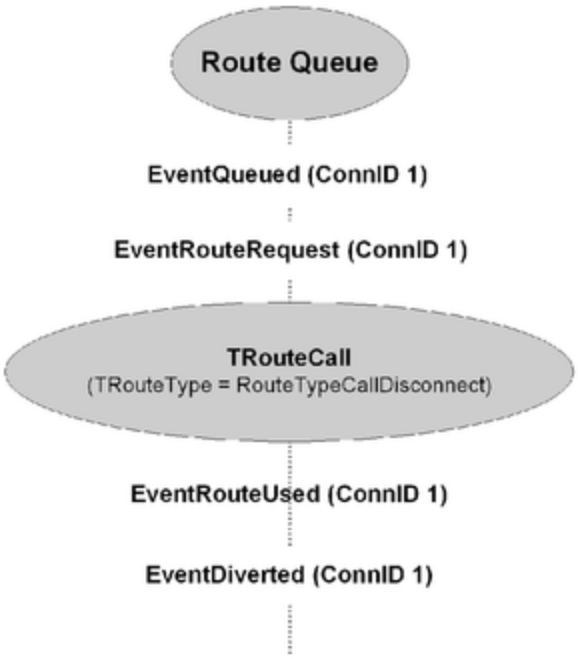
The following graphic and table describe a rejected call (route point).



Rejected Call (Route Point)

External Party	Route Point
Place Inbound Call to Route Point	
	EventRouteRequest ConnID **1** ThisDN **B** OtherDN **A** CallState **OK**
	TRouteCall **(TRouteType=TRouteCallDisconnect)**
	EventRouteUsed ConnID **1** ThisDN **B** OtherDN **A** CallState **OK** **Note:** ThirdPartyDN is not present for this event.

The following graphic and table describe a rejected call (route queue).



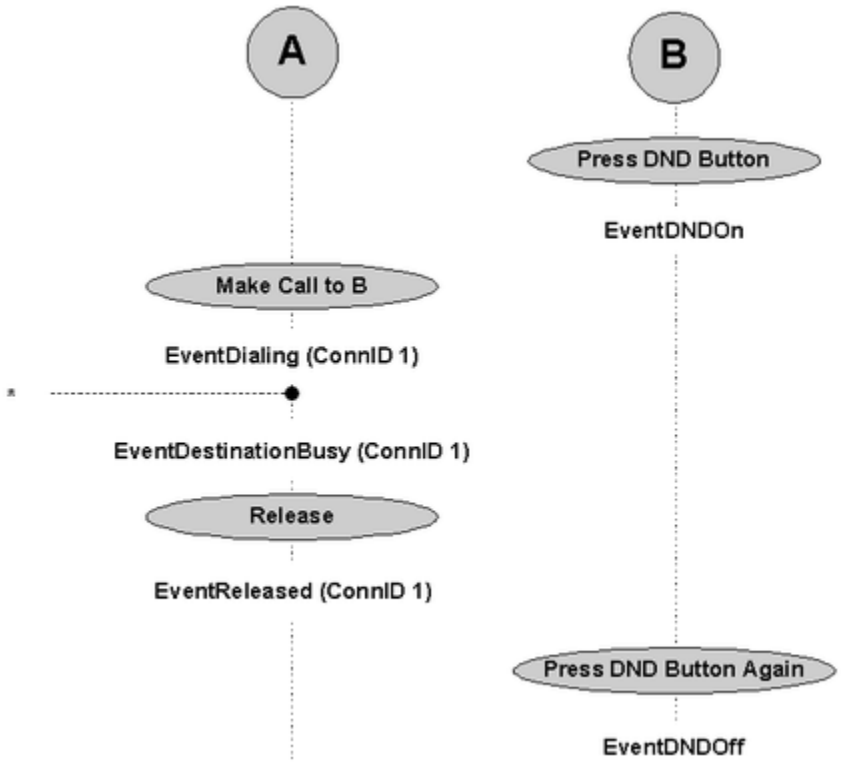
Rejected Call (Route Queue)

External Party	Route Queue
Place Inbound Call to Route Point	
	EventQueued ConnID **1** ThisDN **B** OtherDN **A** CallState **OK** **EventRouteRequest** ConnID **1** ThisDN **B** OtherDN **A** CallState **OK**
	TRouteCall **(TRouteType=TRouteCallDisconnect)**
	EventRouteUsed ConnID **1** ThisDN **B** OtherDN **A** CallState **OK** **Note:** ThirdPartyDN is not present for this event. **EventDiverted** ConnID **1** ThisDN **B** OtherDN **A**

External Party	Route Queue
	CallState **Dropped** **Note:** ThirdPartyDN is not present for this event.

Internal Call to Destination with DND Activated

The following graphic and table describe an internal call to destination with DND activated.



Internal Call to Destination with DND Activated

PARTY A	PARTY B
	Press DND button (TSetDNDOn)
	EventDNDOn ThisDN **B**
Make Call to B (TMakeCall)	
EventDialing	

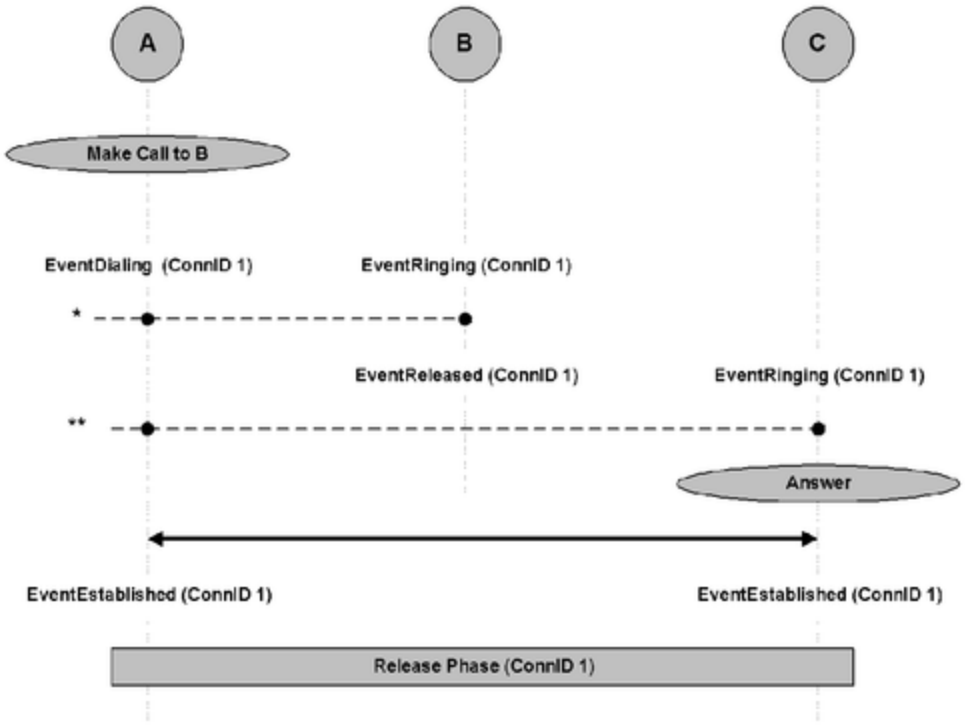
PARTY A	PARTY B
ConnID **1** ThisDN **A** ThisDNRole **Origination** OtherDN **B** *DIAL OtherDNRole **Destination** *DIAL **EventDestinationBusy** ConnID **1** ThisDN **A** ThisDNRole **Origination** OtherDN **B** *DIAL OtherDNRole **Destination** *DIAL	
Release (TReleaseCall)	
EventReleased ConnID **1** ThisDN **A** ThisDNRole **Origination** OtherDN **B** OtherDNRole **Destination** CallState **OK**	
	Press DND button again (TSetDNDOff)
	EventDNDOff ThisDN **B**

Abnormal Call Flow

Interruption Point	PARTY A
*	**EventReleased** ConnID **1** ThisDN **A** OtherDN **B** CallState **OK**

Call Forwarding (on No Answer)

The following graphic and table describe call forwarding (on no answer).



Call Forwarding (on No Answer)

PARTY A	PARTY B	PARTY C
Make Call to B (TMakeCall)		
EventDialing ConnID **1** ThisDN **A** ThisDNRole **Origination** OtherDN **B** *DIAL OtherDNRole **Destination**	**EventRinging** ConnID **1** ThisDN **B** ThisDNRole **Destination** OtherDN **A** OtherDNRole **Origination** CallState **OK**	
	Call Forwarding **(On No Answer)**	
	EventReleased ConnID **1** ThisDN **B** ThirdPartyDN **C** ThisDNRole **Destination** OtherDN **A** OtherDNRole **Origination** CallState **Forwarded**	**EventRinging** ConnID **1** ThisDN **C** ThisDNRole **Destination** OtherDN **A** OtherDNRole **Origination** CallState **Forwarded**
		Answer (TAnswerCall)
EventEstablished		**EventEstablished**

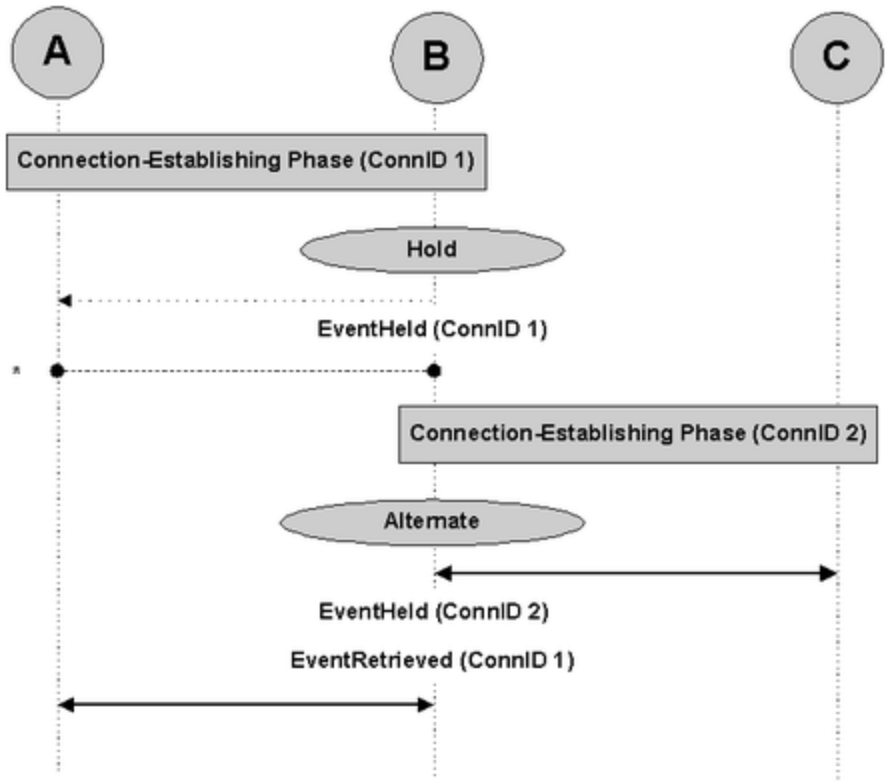
PARTY A	PARTY B	PARTY C
ConnID **1** ThisDN **A** ThisDNRole **Origination** OtherDN **C** OtherDNRole **Destination**		ConnID **1** ThisDN **C** ThisDNRole **Destination** OtherDN **A** OtherDNRole **Origination**
Release Phase (ConnID 1)		

Abnormal Call Flow

Interruption Point	PARTY A	PARTY B	PARTY C
*	**EventReleased** ConnID **1** ThisDN **A** OtherDN **B** CallState **OK**	**EventAbandoned** ConnID **1** ThisDN **B** OtherDN **A** CallState **OK**	
**	**EventReleased** ConnID **1** ThisDN **A** OtherDN **C** CallState **OK**		**EventAbandoned** ConnID **1** ThisDN **C** OtherDN **A** CallState **OK**

Alternate-Call Service

The following graphic and table describe alternate-call service.



Alternate-Call Service

PARTY A	PARTY B	PARTY C
Call-Establishing Phase (ConnID 1)		
	Hold (THoldCall)	
	EventHeld ConnID **1** ThisDN **B** OtherDN **A**	
Call-Establishing Phase (ConnID 2)		
	Alternate (TAlternateCall)	
	EventHeld ConnID **2** ThisDN **B** OtherDN **C**	
	EventRetrieved [a] ConnID **1**	

PARTY A	PARTY B	PARTY C
	ThisDN **B** OtherDN **A** CallState **OK**	
Conversation (ConnID 1)		

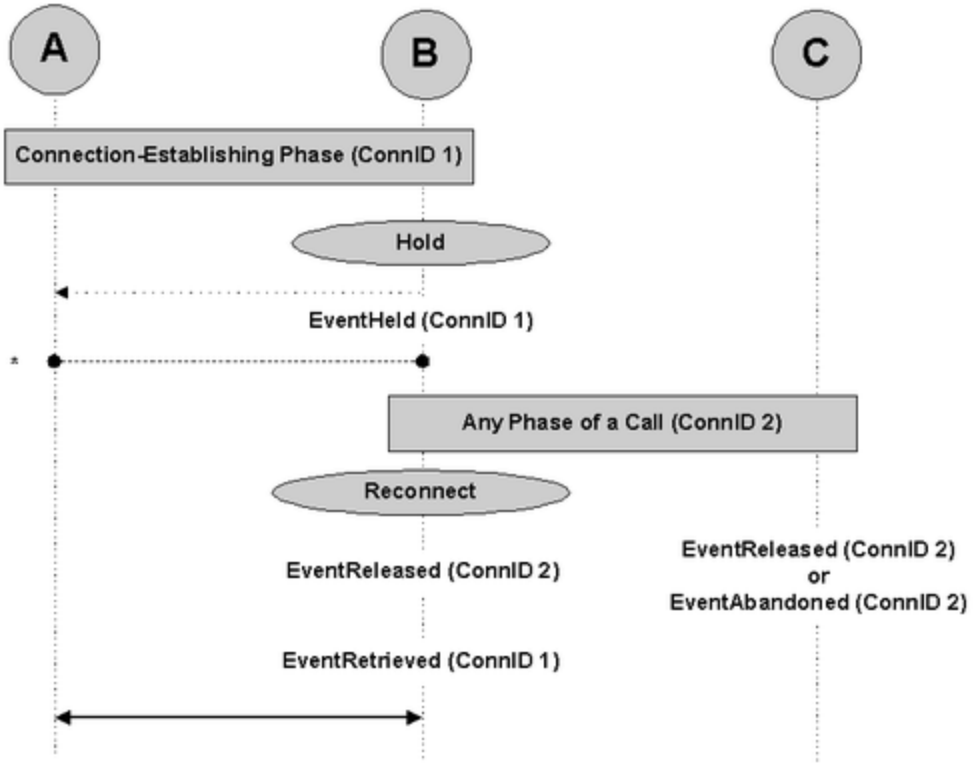
a. With `EventRetrieved`, the values for attributes `ThisDNRole` and `ThisQueue` are the same as those for the attributes of the same names, if any, in the events preceding `EventRetrieved` (`EventEstablished` and `EvenRinging`). For non-ACD calls, however, `ThisQueue` is not reported.

Abnormal Call Flow

Interruption Point	PARTY A	PARTY B	PARTY C
*	**EventReleased** ConnID **1** ThisDN **A** OtherDN **B** CallState **OK**	**EventReleased** ConnID **1** ThisDN **B** OtherDN **A** CallState **OK**	

Reconnect-Call Service

The following graphic and table describe reconnect-call service.



Reconnect-Call Service

PARTY A	PARTY B	PARTY C
Call-Establishing Phase (ConnID 1)		
	Hold (THoldCall) or **Transfer (TInitiateTransfer) */ Conference (TInitiateConference)** [a]	
	EventHeld ConnID **1** ThisDN **B** OtherDN **A**	
Any Phase of a Call (ConnID 2)		
	Reconnect (TReconnectCall)	
	EventReleased ConnID **2** ThisDN **B** OtherDN **C** CallState **OK** **EventRetrieved** [b] ConnID **1** ThisDN **B**	**EventReleased/ EventAbandoned** ConnID **2** ThisDN **C** OtherDN **B** CallState **OK**

PARTY A	PARTY B	PARTY C
	OtherDN **A** CallState **OK**	
Conversation (ConnID 1)		

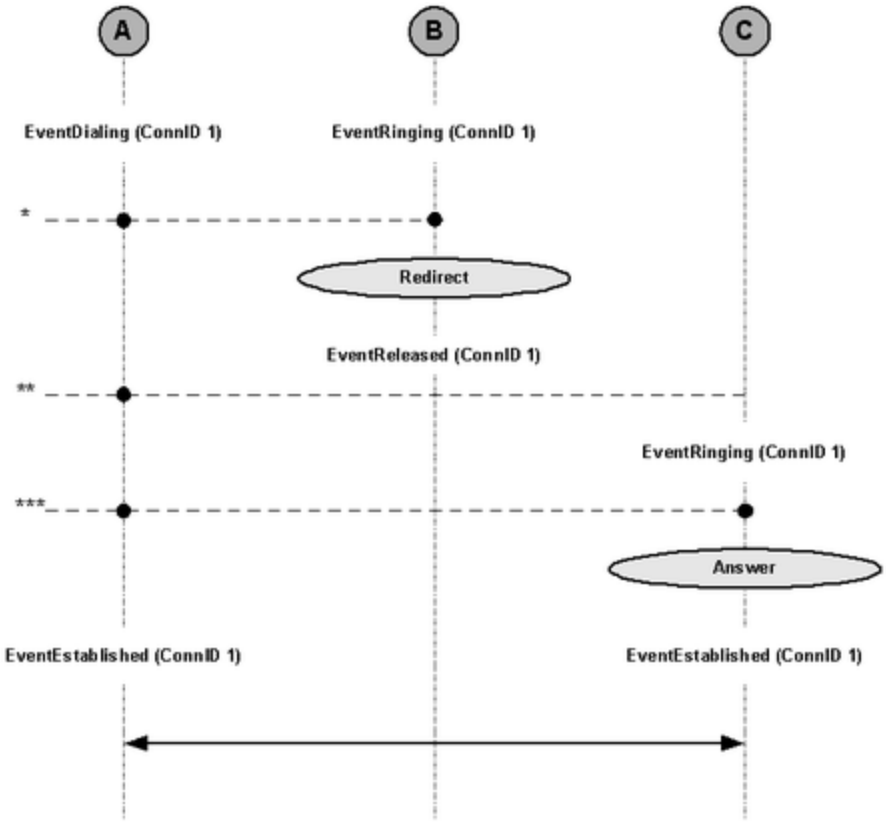
a. For the Hicom 300 E CS switch: service is available when `EventHeld` is generated as a result of one of these requests.
b. With `EventRetrieved`, the values for attributes `ThisDNRole` and `ThisQueue` are the same as those for the attributes of the same names, if any, in the events preceding `EventRetrieved` (`EventEstablished` and `EvenRinging`). For non-ACD calls, however, `ThisQueue` is not reported.

Abnormal Call Flow

Interruption Point	PARTY A	PARTY B	PARTY C
*	**EventReleased** ConnID **1** ThisDN **A** OtherDN **B** CallState **OK**	**EventReleased** ConnID **1** ThisDN **B** OtherDN **A** CallState **OK**	

Redirect-Call Service

The following graphic and table describe redirect-call service.



Redirect-Call Service

PARTY A	PARTY B	PARTY C
EventDialing ConnID **1** ThisDN **A** ThisDNRole **Origination** OtherDN **B** *DIAL OtherDNRole **Destination** *DIAL	**EventRinging** ConnID **1** ThisDN **B** ThisDNRole **Destination** OtherDN **A** OtherDNRole **Origination** CallState **OK**	
	Redirect (TRedirectCall)	
	EventReleased ConnID **1** ThisDN **B** ThirdPartyDN **C** OtherDN **A** CallState **Redirected**	**EventRinging** ConnID **1** ThisDN **C** ThirdPartyDN **B** CallState **Redirected**
		Answer (TAnswerCall)
EventEstablished		**EventEstablished**

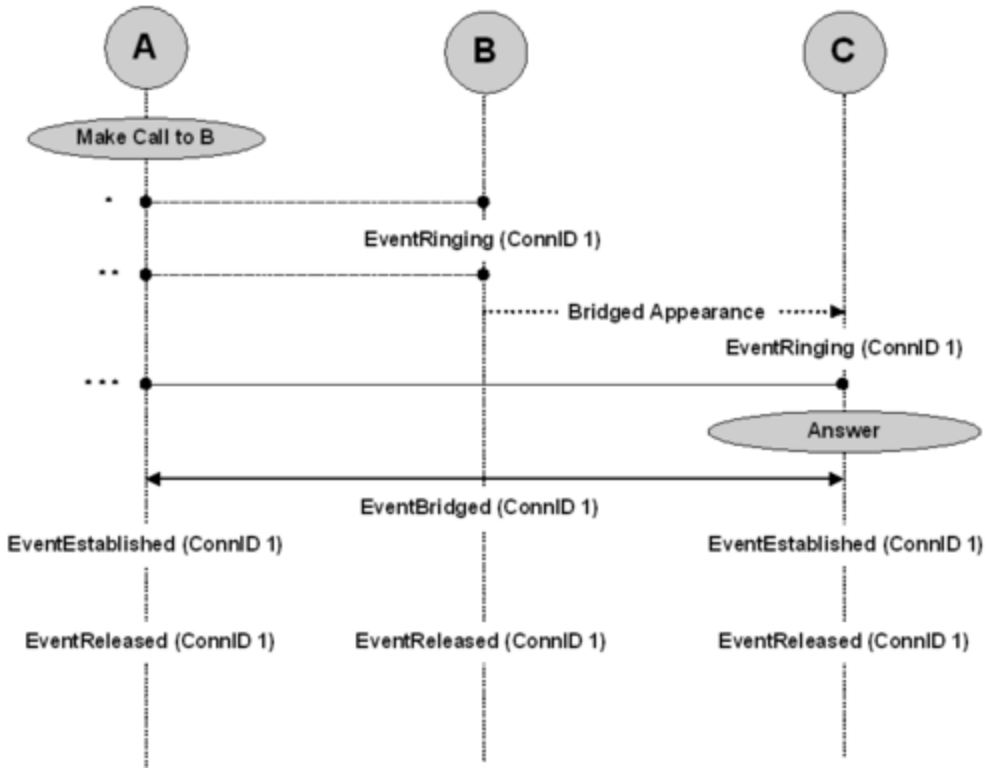
PARTY A	PARTY B	PARTY C
ConnID **1** ThisDN **A** ThisDNRole **Origination** OtherDN **C** OtherDNRole **Destination**		ConnID **1** ThisDN **C** ThisDNRole **Destination** OtherDN **C** OtherDNRole **Origination**
Conversation (ConnID 1)		

Abnormal Call Flow

Interruption Point	PARTY A	PARTY B	PARTY C
*	**EventReleased** ConnID **1** ThisDN **A** OtherDN **B** CallState **OK**	**EventAbandoned** ConnID **1** ThisDN **B** OtherDN **A** CallState **OK**	
**	**EventReleased** ConnID **1** ThisDN **A** OtherDN **B** CallState **OK**		
***	**EventReleased** ConnID **1** ThisDN **A** OtherDN **C** CallState **OK**		**EventAbandoned** ConnID **1** ThisDN **C** OtherDN **A** CallState **OK**

Internal/Inbound Call with Bridged Appearance

The following graphic and table describe an internal/inbound call with bridged appearance.



Internal/Inbound Call with Bridged Appearance

PARTY A	PARTY B	PARTY C
Make Call to B (TMakeCall) **or Inbound Call**		
EventDialing ConnID **1** ThisDN **A** ThisDNRole **Origination** OtherDN **B** *DIAL OtherDNRole **Destination** *DIAL	**EventRinging** ConnID **1** ThisDN **B** ThisDNRole **Destination** OtherDN **A** OtherDNRole **Origination** CallState **OK**	
	Coverage Path	
		EventRinging ConnID **1** ThisDN **C** ThisDNRole **Destination** OtherDN **A** OtherDNRole **Origination** CallState **Covered**
		Answer (TAnswerCall)
EventEstablished	**EventBridged**	**EventEstablished**

PARTY A	PARTY B	PARTY C
ConnID **1** ThisDN **A** ThisDNRole **Origination** OtherDN **C** OtherDNRole **Destination**	ConnID **1** ThisDN **B** ThisDNRole **Destination** OtherDN **A** OtherDNRole **Origination**	ConnID **1** ThisDN **C** ThisDNRole **Destination** OtherDN **A** OtherDNRole **Origination**
Release [a]		**Release** [a]
EventReleased ConnID **1** ThisDN **A** OtherDN **C** CallState **OK**	**EventReleased** ConnID **1** ThisDN **B** OtherDN **A** CallState **OK**	**EventReleased** ConnID **1** ThisDN **C** OtherDN **A** CallState **OK**

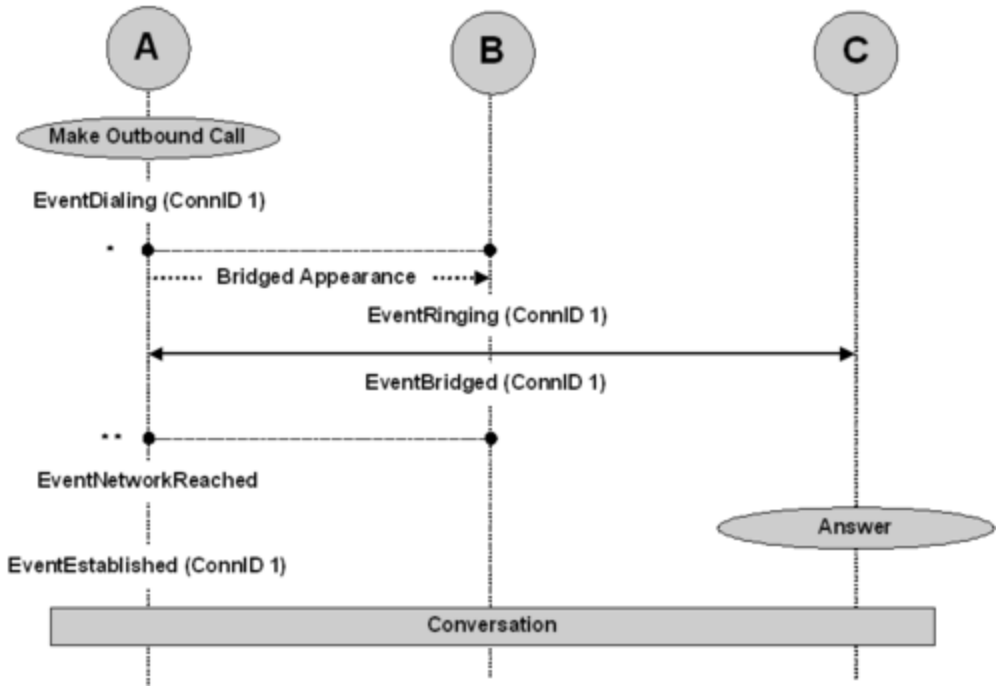
a. Either Party A or Party C can release the call.

Abnormal Call Flow

Interruption Point	PARTY A	PARTY B	PARTY C
*	**EventReleased** ConnID **1** ThisDN **A** OtherDN **B** CallState **OK**		
**	**EventReleased** ConnID **1** ThisDN **A** OtherDN **B** CallState **OK**	**EventAbandoned** ConnID **1** ThisDN **B** OtherDN **A** CallState **OK**	
***	**EventReleased** ConnID **1** ThisDN **A** OtherDN **C** CallState **OK**	**EventAbandoned** ConnID **1** ThisDN **B** OtherDN **A** CallState **OK**	**EventAbandoned** ConnID **1** ThisDN **C** OtherDN **A** CallState **OK**

Outbound Call from Bridged Appearance

The following graphic and table describe an outbound call with bridged appearance.



Outbound Call from Bridged Appearance

PARTY A	PARTY B	PARTY C
Make Outside Call **(TMakeCall)**		
EventDialing ConnID **1** ThisDN **A** ThisDNRole **Origination** OtherDN **C** *DIAL OtherDNRole **Destination** *DIAL		
	EventRinging ConnID **1** ThisDN **B** ThisDNRole **Origination** OtherDN **C** *DIAL OtherDNRole **Destination** *DIAL CallState **Covered**	
	EventBridged ConnID **1** ThisDN **B** ThisDNRole **Origination** OtherDN **C** *OPT OtherDNRole **Destination**	

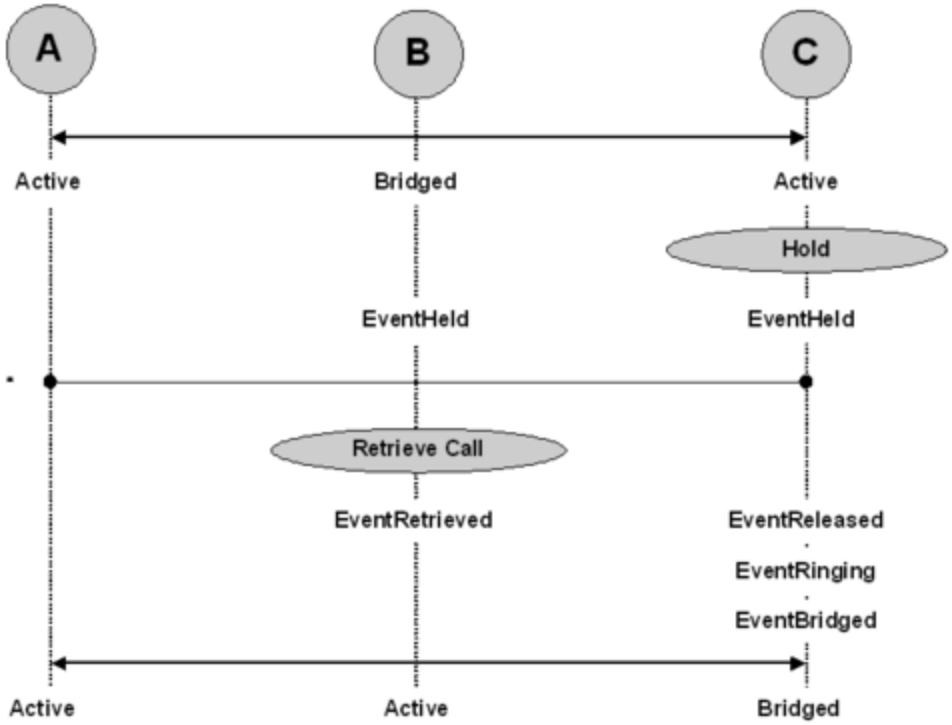
PARTY A	PARTY B	PARTY C
EventNetworkReached ConnID **1** ThisDN **A** ThisDNRole **Origination** OtherDN **C** *DIAL OtherDNRole **Destination** *DIAL		
		Answer
EventEstablished ConnID **1** ThisDN **A** ThisDNRole **Origination** OtherDN **C** *OPT OtherDNRole **Destination** *OPT		

Abnormal Call Flow

Interruption Point	PARTY A	PARTY B	PARTY C
*	**EventReleased** ConnID **1** ThisDN **A** OtherDN **C** CallState **OK**		
**	**EventReleased** ConnID **1** ThisDN **A** OtherDN **C** CallState **OK**	**EventReleased** ConnID **1** ThisDN **B** OtherDN **C** CallState **OK**	

Hold/Retrieve for Bridged Appearance

The following graphic and table describe hold/retrieve for bridged appearance.



Hold/Retrieve for Bridged Appearance

PARTY A	PARTY B	PARTY C
Call Established between Party A and Party C, with Party B Bridged		
		Hold (THoldCall)
	EventHeld ConnID **1** ThisDN **B** OtherDN **A**	**EventHeld** ConnID **1** ThisDN **C** OtherDN **A**
	Retrieve Call (TRetrieveCall)	
	EventRetrieved ConnID **1** ThisDN **B** OtherDN **A** CallState **OK**	**EventReleased** ConnID **1** ThisDN **C** OtherDN **A** CallState **Bridged** **EventRinging** ConnID **1** ThisDN **C** OtherDN **A** CallState **Covered** **EventBridged** ConnID **1** ThisDN **C**

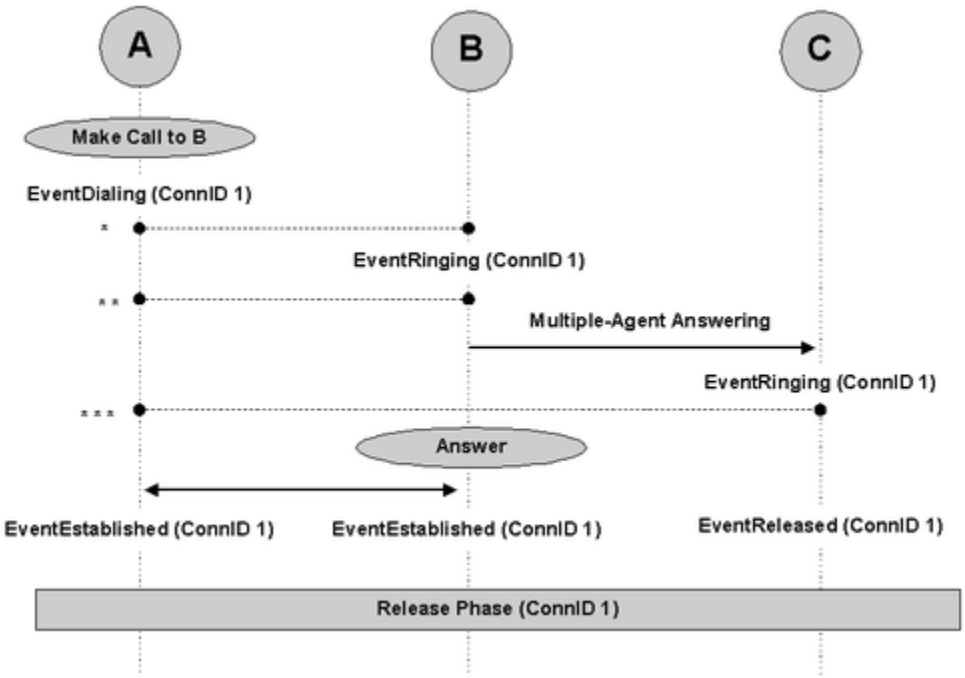
PARTY A	PARTY B	PARTY C
		OtherDN **A**

Abnormal Call Flow

Interruption Point	PARTY A	PARTY B	PARTY C
*	**EventReleased** ConnID **1** ThisDN **A** OtherDN **B** or **C** CallState **OK**	**EventReleased** ConnID **1** ThisDN **B** OtherDN **A** CallState **OK**	**EventReleased** ConnID **1** ThisDN **C** OtherDN **A** CallState **OK**

Internal/Inbound Call Answerable by Several Agents (Party B Answers)

The following graphic and table describe an internal/inbound call answerable by several agents (Party B answers).



Internal/Inbound Call Answerable by Several Agents (Party B Answers)

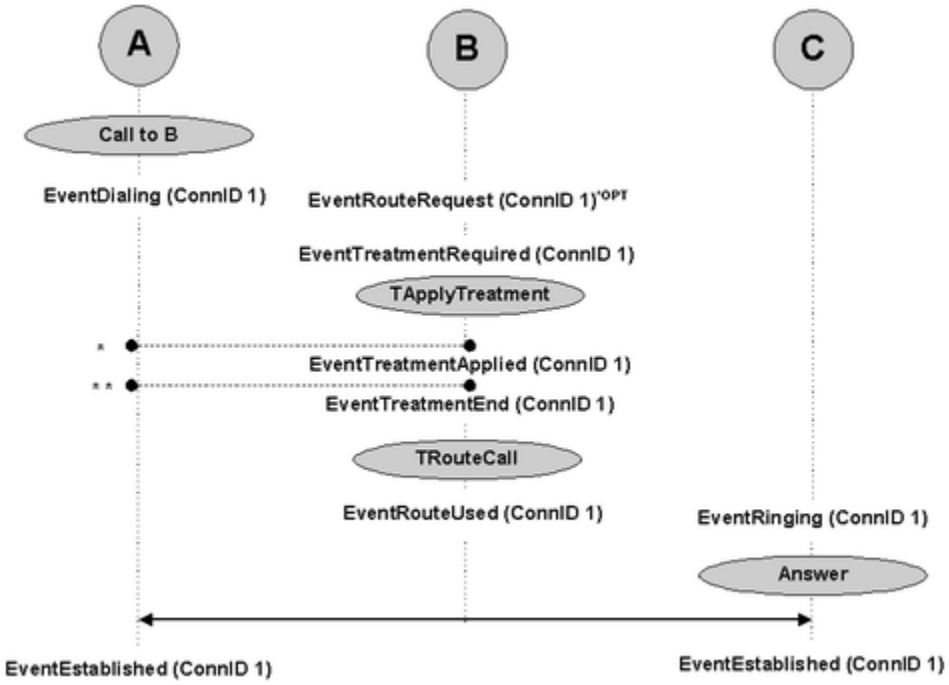
PARTY A	PARTY B	PARTY C
Make Call to B (TMakeCall) **or Inbound Call**		
EventDialing ConnID **1** ThisDN **A** ThisDNRole **Origination** OtherDN **B** *DIAL OtherDNRole **Destination** *DIAL	**EventRinging** ConnID **1** ThisDN **B** ThisDNRole **Destination** OtherDN **A** OtherDNRole **Origination** CallState **OK**	
	Coverage Path	
		EventRinging ConnID **1** ThisDN **C** ThisDNRole **Destination** OtherDN **A** OtherDNRole **Origination** CallState **Covered**
	Answer (TAnswerCall)	
EventEstablished ConnID **1** ThisDN **A** ThisDNRole **Origination** OtherDN **B** OtherDNRole **Destination**	**EventEstablished** ConnID **1** ThisDN **B** ThisDNRole **Destination** OtherDN **A** OtherDNRole **Origination**	**EventReleased** ConnID **1** ThisDN **C** ThisDNRole **Destination** OtherDN **A** OtherDNRole **Origination**

Abnormal Call Flow

Interruption Point	PARTY A	PARTY B	PARTY C
*	**EventReleased** ConnID **1** ThisDN **A** OtherDN **B** CallState **OK**		
**	**EventReleased** ConnID **1** ThisDN **A** OtherDN **C** CallState **OK**	**EventAbandoned** ConnID **1** ThisDN **B** OtherDN **A** CallState **OK**	
***	**EventReleased** ConnID **1** ThisDN **A** OtherDN **C** CallState **OK**	**EventAbandoned** ConnID **1** ThisDN **B** OtherDN **A** CallState **OK**	**EventAbandoned** ConnID **1** ThisDN **C** OtherDN **A** CallState **OK**

Call Treatment with Routing

The following graphic and table describe call treatment with routing.



Call Treatment with Routing

PARTY A	PARTY B (Routing Point)	PARTY C
Call to B		
EventDialing ConnID **1** ThisDN **A** ThisDNRole **Origination** OtherDN **B** OtherDNRole **Destination** CallState **OK**	**EventRouteRequest** *OPT ConnID **1** ThisDN **B** ThisDNRole **Destination** OtherDN **A** OtherDNRole **Origination** **EventTreatmentRequired** ConnID **1** ThisDN **B** ThisDNRole **Destination** OtherDN **A** OtherDNRole **Origination**	
	Treatment Instruction **(TApplyTreatment)**	

PARTY A	PARTY B (Routing Point)	PARTY C
	EventTreatmentApplied ConnID **1** ThisDN **B** ThisDNRole **Destination** TreatmentType	
	EventTreatmentEnd ConnID **1** ThisDN **B** ThisDNRole **Destination** TreatmentType UserData	
	Route (TRouteCall)	
	EventRouteUsed ConnID **1** ThisDN **B** ThisQueue **B** ThisDNRole **Destination** OtherDN **A** OtherDNRole **Origination** ThirdPartyDN **C** *OPT ThirdPartyDNRole **Destination** *OPT	**EventRinging** ConnID **1** ThisDN **C** ThisDNRole **Destination** OtherDN **A** OtherDNRole **Origination** CallState **OK**
		Answer (TAnswerCall)
EventEstablished ConnID **1** ThisDN **A** ThisDNRole **Destination** OtherDN **C** OtherDNRole **Origination** CallState **OK**		**EventEstablished** ConnID **1** ThisDN **C** ThisDNRole **Destination** OtherDN **A** OtherDNRole **Origination** CallState **OK**

Abnormal Call Flow

Interruption Point	PARTY A	PARTY B	PARTY C
*	**EventReleased** ConnID **1** ThisDN **A** OtherDN **B** CallState **OK**	**EventAbandoned** ConnID **1** ThisDN **B** ThisQueue **B** ThisDNRole **Destination** OtherDN **A** OtherDNRole **Origination**	
* *	**EventReleased** ConnID **1** ThisDN **A** OtherDN **B** CallState **OK**	**EventAbandoned** ConnID **1** ThisDN **B** ThisQueue **B** ThisDNRole **Destination**	

Interruption Point	PARTY A	PARTY B	PARTY C
		OtherDN **A** OtherDNRole **Origination**	