Genesys logo

# Genesys Events and Models Reference

## Stop Processing

4/4/2025

# Contents

# Stop Processing

This scenario has several versions, depending on these two points:
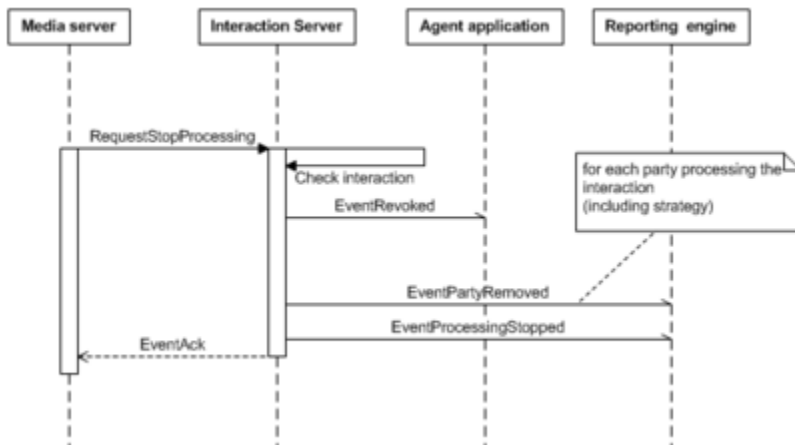
- Which entity initiates the stop processing request: media server, agent, or URS

- If a media server initiates the request, there is a further difference according to whether an agent or URS is involved in processing.

This produces four possible versions, called A, B, C, and D in this section:

### A—Initiated by media server, agent involved in processing

### B—Initiated by media server, URS involved in processing

### C—Initiated by agent

### D—Initiated by URS

## A: Initiated by Media Server, Agent Involved

In this version, shown in the following figure, an agent is processing the interaction when a media server asks for processing to stop.



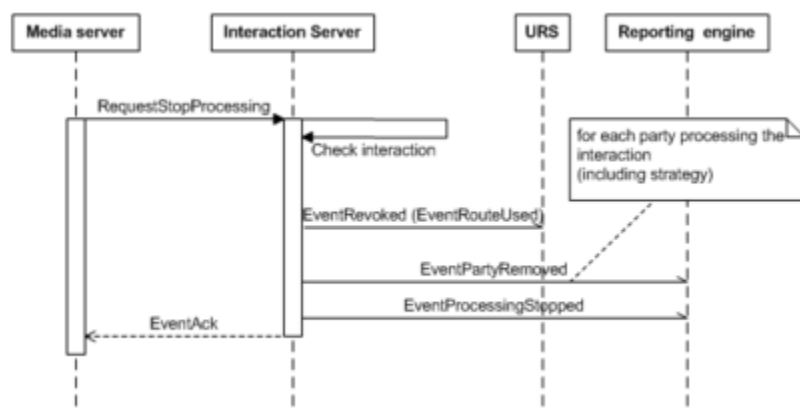Stop Processing A: Media Server Initiates, Agent Involved

This version uses the messages listed in the following table:

**Messages in Stop Processing A**

| Message | Protocol |
| --- | --- |
| EventAck | Interaction Management |
| EventPartyRemoved | Reporting |
| EventProcessingStopped | Reporting |
| EventRevoked | Interaction Management |

## B: Initiated by Media Server, URS Involved

In this version, shown in the following figure, URS is processing the interaction when a media server asks for processing to stop.



Stop Processing B: Media Server Initiates, URS Involved

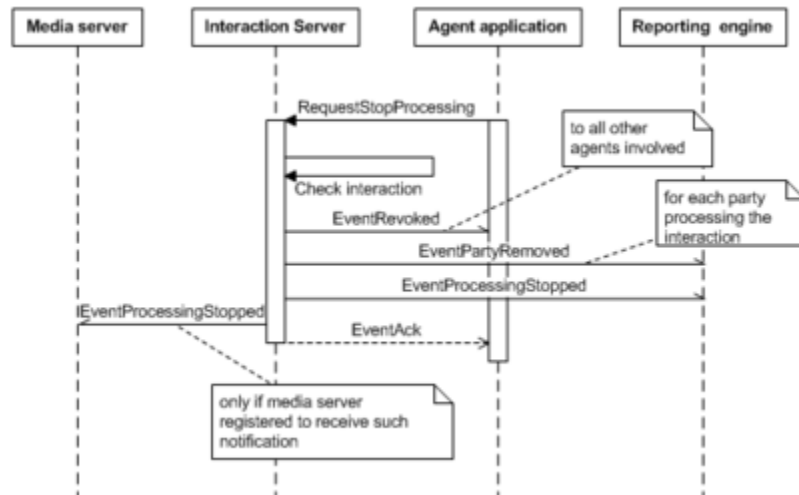This version uses the messages listed in the following table:

**Messages in Stop Processing B**

| Message | Protocol |
| --- | --- |
| EventAck | Interaction Management |
| EventPartyRemoved | Reporting |
| EventProcessingStopped | Reporting |
| EventAbandoned, used here in place of EventRevoked | T-Library |

This model uses the T-Library EventRouteUsed to stand in for the Interaction Management EventRevoked.

# C: Initiated By Agent

In this version, shown in the following figure, an agent initiates the stop processing request.



Stop Processing C: Initiated by Agent

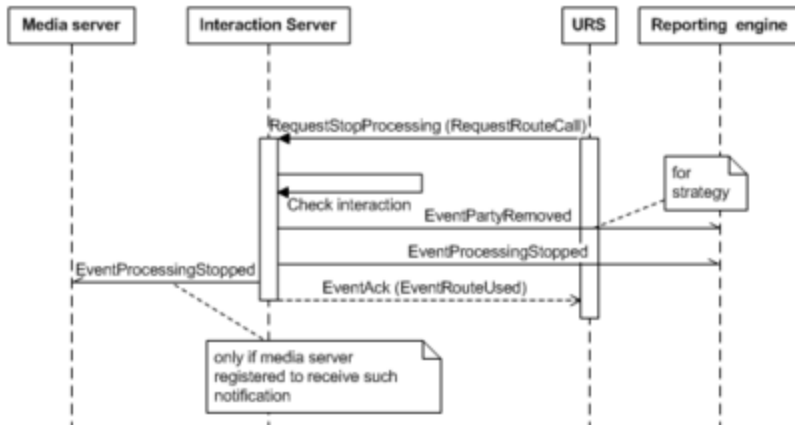This version uses the messages listed in the following table:

**Messages in Stop Processing C**

| Message | Protocol |
|---|---|
| EventAck | Interaction Management |
| EventPartyRemoved | Reporting |
| EventProcessingStopped | Reporting |
| EventRevoked | Interaction Management |

# D: Initiated by URS

In this version, shown in the following figure, URS initiates the stop processing request.

Stop Processing D: Initiated by URS

This version uses the messages listed in the following table:

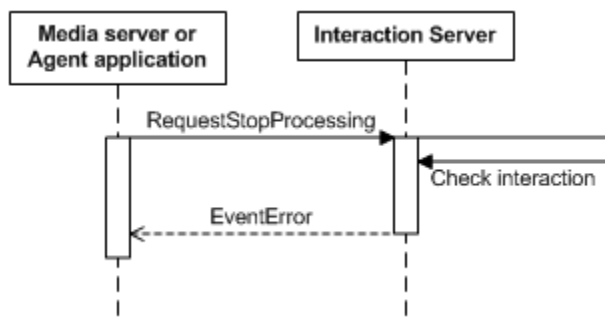**Messages in Stop Processing D**

| Message | Protocol |
|---|---|
| EventAck | Interaction Management |
| EventPartyRemoved | Reporting |
| EventProcessingStopped | Reporting |
| EventRouteUsed, used here in place of EventAck | T-Library |

This phase uses the T-Library RequestRouteCall to stand in for the Interaction Management RequestStopProcessing. It also uses the T-Library EventRouteUsed to stand in for the Interaction Management EventAck.

## Unsuccessful

In this version, shown in the following figure, Interaction Server finds that the request is invalid and rejects it.



Stop Processing: Unsuccessful

This version uses the messages listed in the following table:

**Messages in Stop Processing: Unsuccessful**

| Message | Protocol |
| --- | --- |
| EventError | Interaction Management |