Genesys Events and Models Reference

T-Library Call-Based Events

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Contents

T-Library Call-Based Events

This section describes the call-based events and how they differ from their DN-based counterparts.

Event contents are presented as the collection of attributes associated with each event, as well as an indication of that attribute's type. For the purposes of this section, type has one of two values: `Mandatory` or `Optional`. Here type refers to the presence of the attribute at the time of the generation of its event, and not to a characteristic of the attribute itself.

Attribute Type

- Mandatory—Indicates that this attribute is always present when its associated event occurs.

- Optional—Indicates that this attribute may or may not be present when the associated event occurs.

List of T-Library Call-Based Events

There are only three notifications available for calls: EventCallCreated, EventCallDataChanged, and EventCallDeleted. Each call-based event may have a number of attributes, and, except for a call's `CallUUID`, all call attributes (including ConnID and ISLinkList) may have values that change. For Hot Standby redundant environments, `CallUUID` is replicated from the primary to the backup T-Server.

> ### Important
> T-Server may report several changes to a call in one event, even if the changes are caused by different CTI messages.

EventCallCreated

Description

Indicates that a call has been created in T-Server.

Contents

Event Attribute	Type
CallUUID	Mandatory
ISLinkList [a]	Optional

Event Attribute	Type
ConnID	Mandatory
CallType	Optional
OrigCallUUID	Optional
CallID	Optional
NodeID	Optional
NetworkCallID	Optional
NetworkNodeID	Optional
ANI	Optional
DNIS	Optional
UserData	Optional
CustomerID	Optional
DialedNumber [b]	Optional

a. Applies to resynchronization cases only (T-Server with clients upon initial connect or reconnect at HA switchover). Otherwise, this value is typically unknown at call creation.
b. Applies to outgoing calls only. This optional attribute (string) contains the number dialed, if known when the call is created (which would be possible only if it had been created at a client's request).

EventCallDataChanged

Description

Indicates that some of a given call's properties have changed.

Contents

> ### Important
>
> Unlike DN-based notifications, EventCallDataChanged includes as attributes only those call attributes that have changed. (Except for CallUUID and ConnID, unchanged attributes are not present in the event, including ISLinkList; in the event that user data is deleted from the call, the UserData attribute contains an empty TKVList.)

Event Attribute	Type
CallUUID	Mandatory
ISLinkList	Optional
ConnID	Mandatory

Event Attribute	Type
CallType	Optional
OrigCallUUID	Optional
CallID	Optional
NodeID	Optional
NetworkCallID	Optional
NetworkNodeID	Optional
ANI	Optional
DNIS	Optional
UserData	Optional
CustomerID	Optional
CtrlParty [a]	Optional

a. A reference to the party that caused the change.

EventCallDeleted

Description

Indicates that the call has been deleted.

Contents

Event Attribute	Type
CallUUID	Mandatory
ConnID	Mandatory
Cause [a]	Optional
RefCallUUID [b]	Optional
RefConnID [c]	Optional
CtrlParty [d]	Optional

a. An integer indicating the cause of the deletion, for instance, a transfer or conference.
b. CallUUID for the call to which this one was merged, as in the case of a transfer, conference, or merge.
c. The RefConnID attribute can only be present if the cause of the call deletion is a transfer, conference, or merge.
d. A reference to the party that initiated the disconnection of the call.

EventReleased — DEPRECATED

Description

The telephony object specified by `ConnID` has been deleted from T-Server memory.

> **Important**
>
> T-Server delivers this version of `EventReleased` when the DN referred to by the parameter `ThisDN` is an abstract DN. (Here the attribute `ThisDN` uses the name of the T-Server application as listed in the Configuration Layer, with a double colon added, or the name of the switch, also with a double colon added.) Clients receive this event each time a call is released on each of the abstract DNs for which they are registered.
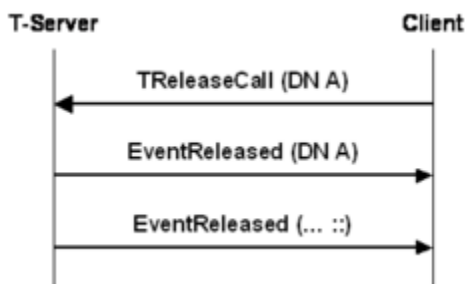
EventReleased Contents—DEPRECATED

Event Attribute	Type
ANI	Optional
CallHistory	Optional
CallID	Mandatory
CallState	Mandatory
CallType	Mandatory
ConnID	Mandatory
RefConnID	Optional [a]
CollectedDigits	Optional
CustomerID	Optional
DNIS	Optional
Event	Mandatory
Extensions	Optional
NetworkCallID	Optional
NetworkNodeID	Optional
PreviousConnID [b]	Optional
Reasons	Optional
Server	Mandatory
ThisDN [c]	Mandatory
time	Mandatory
TransferredNetworkCallID	Optional
TransferredNetworkNodeID	Optional

Event Attribute	Type
UserData	Optional
Reliability	Mandatory

a. This attribute is mandatory for call `CallStateTransferred`, `CallStateConferenced`, and `CallStateRemoteRelease`.
b. The attribute must appear if `CallType` is `Consult`.
c. The attribute `ThisDN` uses the name of the T-Server application as listed in the Configuration Layer or the name of the switch. In both cases, the indication that `EventReleased` is based on an abstract DN is through the use of the double colon in the notification, as in `AttributeThisDN=<location>::`, where `location` is the name of the T-Server or switch.

Example

EventReleased Feature
Example—DEPRECATED

For more information, refer to Call Models and Flows.

Extensions in EventAddressInfo and EventRegistered for Abstract DNs—DEPRECATED

InfoStatus	Attribute Extensions		
Key	Value Type	Value Description	
InfoType=AddressInfoDNStatus			
NumberOfCalls	conn-%d	string	The ConnectionID of a call (converted into a string)
	ct-%d	integer	The CallType for the corresponding ConnectionID