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Genesys Events and Models Reference

T-Library Events

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T-Library Events

This section lists the T-Library Events that developers can expect to see while working with a Genesys implementation. Each event listed here is identified with a description, the contents of the event (presented in table format as a list of the attributes associated with it), and an example of where the event is likely to be encountered during a call flow. The end of this section includes general information about various event-related issues, including an [Agent-State Diagram](#), definitions of event attributes (including, for the reference ID attribute, a table of the relationships between requests and events), and a description of the [TEvent](#) structure.

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 Events

- **General Events**
 - [EventServerConnected](#)
 - [EventServerDisconnected](#)
 - [EventLinkConnected](#)
 - [EventLinkDisconnected](#)
- **Registration Events**
 - [EventRegistered](#)
 - [EventUnregistered](#)
- **Call-Handling and Transfer/Conference Events**
 - [EventDialing](#)
 - [EventRinging](#)
 - [EventEstablished](#)
 - [EventAbandoned](#)
 - [EventDestinationBusy](#)
 - [EventDiverted](#)
 - [EventHeld](#)

- [EventNetworkReached](#)
- [EventPartyAdded](#)
- [EventPartyChanged](#)
- [EventPartyDeleted](#)
- [EventQueued](#)
- [EventBridged](#)
- [EventReleased](#)
- [EventRetrieved](#)
- **Network Attended Transfer Events**
 - [EventNetworkCallStatus](#)
 - [EventNetworkPrivateInfo](#)
- **Call-Routing Events**
 - [EventRouteRequest](#)
 - [EventRouteUsed](#)
- **Call-Treatment Events**
 - [EventTreatmentApplied](#)
 - [EventTreatmentEnd](#)
 - [EventTreatmentNotApplied](#)
 - [EventTreatmentRequired](#)
- **DTMF Events**
 - [EventDigitsCollected](#)
 - [EventDTMFSent](#)
- **Voice-Mail Events**
 - [EventMailBoxLogin](#)
 - [EventMailBoxLogout](#)
 - [EventVoiceFileOpened](#)
 - [EventVoiceFileClosed](#)
 - [EventVoiceFileEndPlay](#)
- **Agent-State and DN Events**
 - [EventAgentLogin](#)
 - [EventAgentLogout](#)
 - [EventQueueLogout](#)
 - [EventAgentReady](#)
 - [EventAgentNotReady](#)

- [EventAgentAfterCallWork](#) (Obsolete—No Longer Supported)
- [EventAgentIdleReasonSet](#) (Obsolete—No Longer Supported)
- [EventDNOutOfService](#)
- [EventDNBackInService](#)
- [EventDNDOn](#)
- [EventDNDOff](#)
- [EventForwardSet](#)
- [EventForwardCancel](#)
- [EventMonitoringNextCall](#)
- [EventMonitoringCancelled](#)
- [EventOffHook](#)
- [EventOnHook](#)
- [EventMuteOn](#)
- [EventMuteOff](#)
- [EventListenDisconnected](#)
- [EventListenReconnected](#)
- [EventMessageWaitingOn](#)
- [EventMessageWaitingOff](#)
- **Query Events**
 - [EventAddressInfo](#)
 - [EventPartyInfo](#)
 - [EventLocationInfo](#)
 - [EventServerInfo](#)
 - [EventSwitchInfo](#)
- **User-Data Events**
 - [EventAttachedDataChanged](#)
- **ISCC Events**
 - [EventAnswerAccessNumber](#)
 - [EventRemoteConnectionSuccess](#)
 - [EventRemoteConnectionFailed](#)
 - [EventReqGetAccessNumberCanceled](#)
- **Special Events**
 - [EventACK](#)
 - [EventAgentReserved](#)

- [EventCallInfoChanged](#)
- [EventPrivateInfo](#)
- [EventUserEvent](#)
- [EventPrimaryChanged](#)
- [EventRestoreConnection](#)
- [EventHardwareError](#)
- [EventResourceAllocated \(Obsolete—No Longer Supported\)](#)
- [EventResourceFreed \(Obsolete—No Longer Supported\)](#)
- **Negative-Response Events**
 - [EventError](#)

Agent States, Call-Party States, Work Modes

The T-Library Events section also includes the following topics:

- [Agent States and Work Modes](#)
- [Unified Call-Party States](#)
- [Event Attributes](#)
- [TEvent Structure](#)