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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](#)