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Genesys Events and Models Reference

Working With Queues

4/2/2025

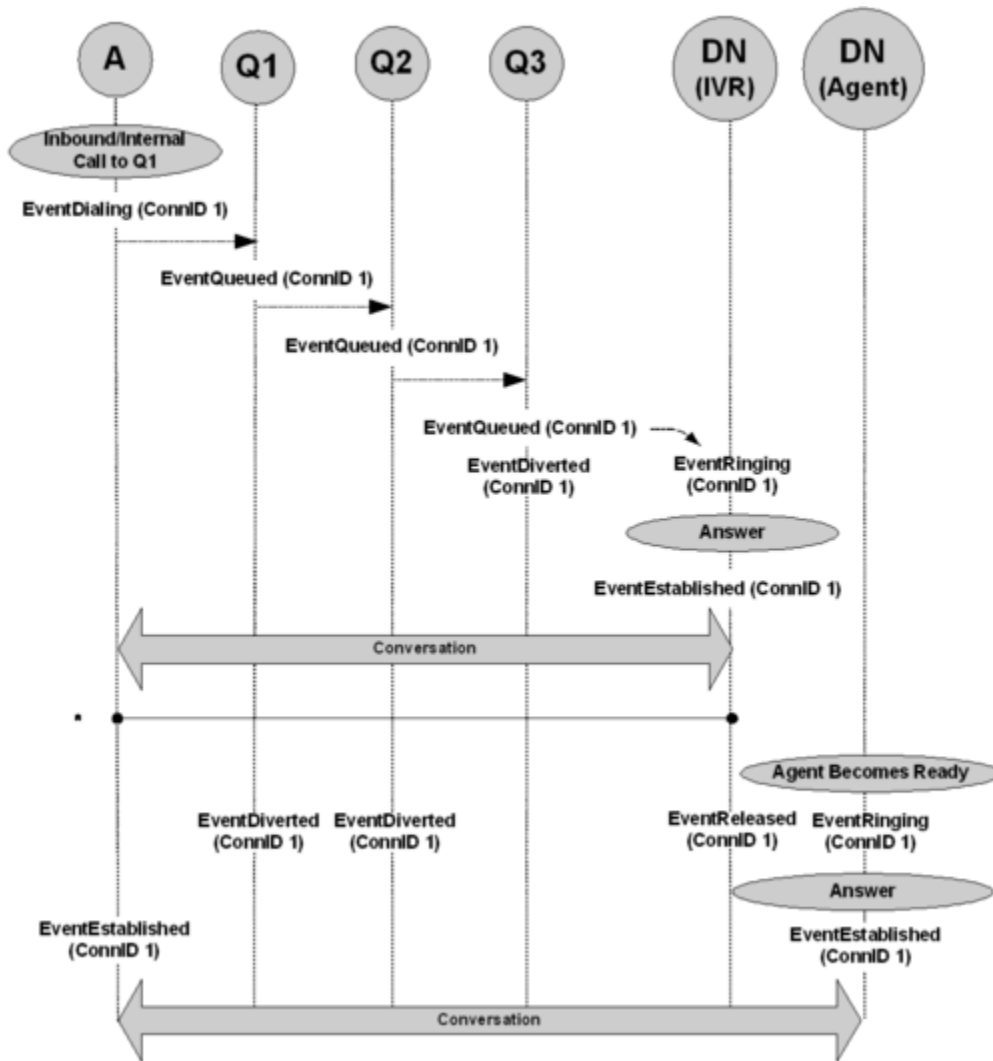
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Working With Queues

Multiple-Queue Call Treated at an IVR Port: Treatment at IVR Queue

The following graphic and table describe a multiple-queue call treated at an IVR port: treatment at the IVR queue.



Multiple Queue, Call Treated at an IVR Port: Treatment at IVR Queue

A	Q1	Q2	Q3	IVR	Agent
Inbound /Internal Call to Q1	Call to Q1				
EventDialing ConnID 1 ThisDN A ThisDNRole Origination OtherDN* Q1 OtherDNRole Destination					
	EventQueued ConnID 1 ThisDN Q1 ThisQueue Q1 OtherDN A				
		Call Placed in Second Queue			
		EventQueued ConnID 1 ThisDN Q2 ThisQueue Q2 OtherDN A			
			Call Placed in IVR Queue for Treatment When No Agents Ready		
			EventQueued ConnID 1 ThisDN Q2 ThisQueue Q2 OtherDN A		
			EventDiverted ConnID 1 ThisDN Q3 ThisQueue Q3 OtherDN A ThirdPartyDN IVR DN CallState ConverseOn	EventRinging ConnID 1 ThisDN IVR ThisQueue Q3 OtherDN A CallState ConverseOn	
				Answer	
				EventEstablished	

A	Q1	Q2	Q3	IVR	Agent
				ConnID 1 ThisDN IVR ThisQueue Q3 OtherDN A	
					Agent Ready
	EventDiverted ConnID 1 ThisDN RQ2 ThisQueue RQ2 OtherDN A ThirdPartyDN AgentDN	EventDiverted ConnID 1 ThisDN Q2 ThisQueue Q2 OtherDN A ThirdPartyDN AgentDN		EventReleased a ConnID 1 ThisDN IVR ThisQueue Q3 OtherDN A	EventRinging ConnID 1 ThisDN AgentDN ThisQueue Q1 OtherDN A
					Answer
EventEstablished ^b ConnID 1 ThisDN A OtherDN AgentDN CallState OK					EventEstablished ConnID 1 ThisDN AgentDN ThisQueue Q1 OtherDN A CallState OK

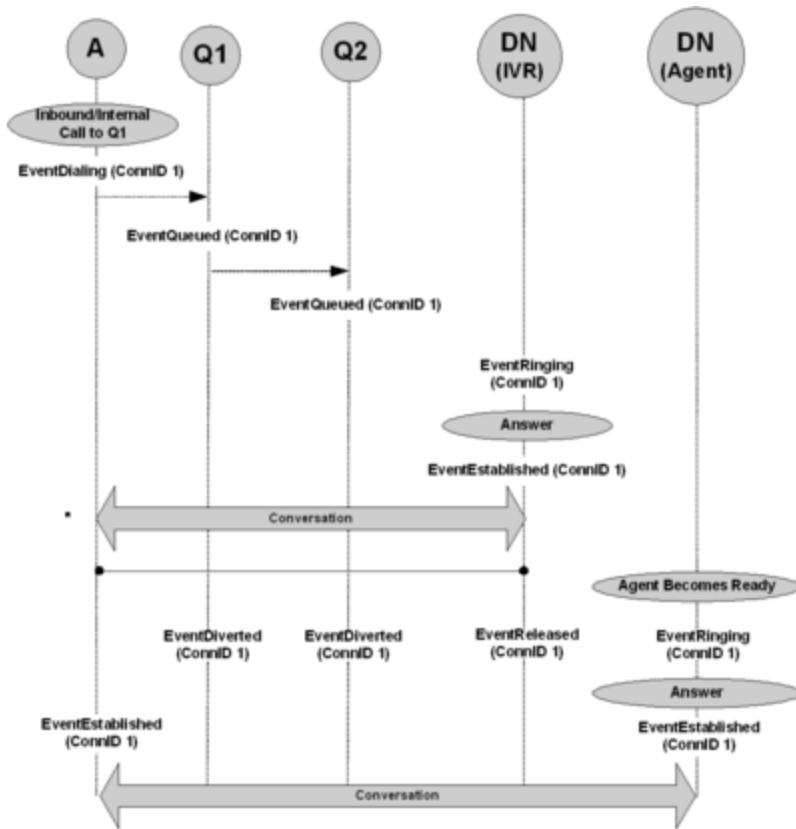
a. EventReleased can occur before an agent becomes available because the IVR finishes call treatment. b. In some deployments, EventEstablished for party A can occur at the same time as the IVR EventEstablished, especially if a call comes through the PSTN.

Abnormal Call Flow

Interruption Point	A	Q1	Q2	Q3	IVR	Agent
*	EventReleased OtherDN Q1	EventAbandoned ConnID 1 ThisDN Q1 OtherDN A	EventAbandoned ConnID 1 ThisDN Q2 OtherDN A	EventAbandoned ConnID 1 ThisDN Q3 OtherDN A	EventReleased ConnID 1 ThisDN IVR OtherDN A	

Multiple-Queue, Call Treated at an IVR Port: Direct Treatment at IVR Port

The following graphic and table describe a multiple-queue call treated at an IVR port: direct treatment at the IVR queue.



Multiple Queue, Call Treated at an IVR Port: Direct Treatment at IVR Port

External Party	Q1	Q2	IVR	Agent
Inbound /Internal Call to Q1	Call to Q1			
EventDialing ConnID 1 ThisDN A ThisDNRole Origination OtherDN* Q1 OtherDNRole Destination				
	EventQueued ConnID 1 ThisDN Q1 ThisQueue Q1 OtherDN A			
		Call Placed in Second Queue		

External Party	Q1	Q2	IVR	Agent
		EventQueued ConnID 1 ThisDN Q2 ThisQueue Q2 OtherDN A		
			Call Placed Directly to IVR Port	
			EventRinging ConnID 1 ThisDN IVR OtherDN A CallState ConverseOn	
			Answer	
			EventEstablished ConnID 1 ThisDN IVR OtherDN A	
				Agent Ready
	EventDiverted ConnID 1 ThisDN RQ2 ThisQueue RQ2 OtherDN A ThirdPartyDN AgentDN	EventDiverted ConnID 1 ThisDN Q2 ThisQueue Q2 OtherDN A ThirdPartyDN AgentDN	EventReleased ^a ConnID 1 ThisDN IVR OtherDN A	EventRinging ConnID 1 ThisDN AgentDN ThisQueue Q1 OtherDN A
				Answer
EventEstablished b ConnID 1 ThisDN A OtherDN AgentDN CallState OK				EventEstablished ConnID 1 ThisDN AgentDN ThisQueue Q1 OtherDN A CallState OK

a. EventReleased can occur before an agent becomes available because the IVR finishes call treatment. b. In some deployments, EventEstablished for party A can occur at the same time as the IVR EventEstablished, especially if a call comes through the PSTN.

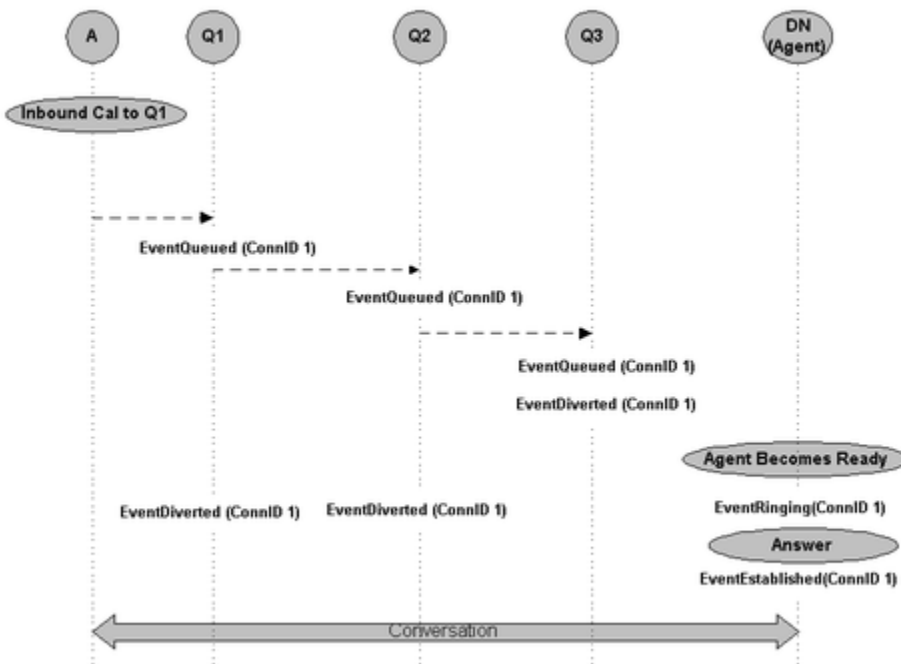
Abnormal Call Flow

Interruption Point	External Party	Q1	Q2	IVR	Agent
*	EventReleased OtherDN Q1	EventAbandoned ConnID 1 ThisDN Q1	EventAbandoned ConnID 1 ThisDN Q2	EventReleased ConnID 1 ThisDN IVR	

Interruption Point	External Party	Q1	Q2	IVR	Agent
		OtherDN A	OtherDN A	OtherDN A	

Multiple-Queue Call: Call Removed from Queue

The following graphic and table describe a multiple-queue call: with the call removed from the queue.



Multiple-Queue Call: Call Removed from Queue

A	Q1	Q2	IVR	Agent
Inbound Call to Q1	Call to Q1			
	EventQueued ConnID 1 ThisDN Q1 ThisQueue Q1 OtherDN A			
		Call Placed in		

A	Q1	Q2	IVR	Agent
		Second Queue		
		EventQueued ConnID 1 ThisDN Q2 ThisQueue Q2 OtherDN A		
			Call Placed in Third Queue for Treatment When No Agents Ready	
			EventQueued ConnID 1 ThisDN Q3 ThisQueue Q3 OtherDN A	
			Call Cleared from Third Queue	
			EventDiverted ConnID 1 ThisDN Q3 ThisQueue Q3 OtherDN A CallState Cleared	
				Agent Ready
	EventDiverted ConnID 1 ThisDN Q1 ThisQueue Q1 OtherDN A ThirdPartyDN AgentDN	EventDiverted ConnID 1 ThisDN Q2 ThisQueue Q2 OtherDN A ThirdPartyDN AgentDN		EventRinging ConnID 1 ThisDN AgentDN ThisQueue Q1 OtherDN A CallState OK
				Answer
				EventEstablished ConnID 1 ThisDN AgentDN ThisQueue Q1 OtherDN A CallState OK