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Voice Microservices Events and Models Reference

Agent state and DN events

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Find information about the agent state and DN events that Voice Microservices produce.

Related documentation:

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Agent state and DN events are stored in the **voice-agentstate** topic.

Voice Microservices support the following agent state and DN events, which are described on this page. Click the attribute names in the tables below to see fuller descriptions of the attributes.

- EventAgentLogin
 - EventAgentLogout
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 - EventDNBackInService
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EventAgentLogin

The agent has logged in to the ACD group specified by **ThisQueue**. Multiple agent logins are allowed for the same DN and agent ID combination (since EventAgentLogin does not indicate by itself a transition of agent state).

AgentID must be present if the agent is logged in through Voice Microservices or if the information is available.

If present, the **Extensions** attribute might include a ReasonCode value specifically used to communicate hardware reasons.

Event attribute	Short description
Event attribute	Short description

"> id (mandatory) The event name."> Server (mandatory) A unique identifier

assigned by Voice Microservices to the connection between a client and Voice Microservices."> ThisDN (mandatory) The directory number of the most significant telephony object (except an ACD group or trunk group) with respect to the event in question."> time (mandatory) The structure specifies event generation time that is expressed in elapsed seconds and microseconds since 00:00 GMT, January 1, 1970 (zero hour)."> Agent ID (optional) This parameter uniquely identifies the ACD agent."> CustomerID (optional) A pointer to the string containing the assigned Customer (Tenant) identifier through which the processing of the call was initiated."> Extensions (optional) A pointer to an additional data structure that takes into account switch-specific features that cannot be described by the other parameters in an event or a request."> Reasons (optional) A pointer to an additional data structure that provides reasons for and results of actions taken by the user of ThisDN."> ReferenceID (optional) (Use is internal to Voice Microservices.) **ReferenceID** is the identifier generated by Voice Microservices or a TSetReferenceID() function call and attached to the request a client sends to Voice Microservices."> ThisQueue (optional) The directory number of the most significant ACD group with respect to the event in question.

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EventAgentLogout

The agent has logged out of the ACD group specified by **ThisQueue**.

On CTI platforms that support agent login for multiple queues, this event signals that the agent has been moved to the Logged Out state, and is therefore used only for an agent's final logout.e

AgentID must be present if the agent is logged in through Voice Microservices or if the information is available.

If present, the **Extensions** attribute might include a ReasonCode value specifically used to communicate hardware reasons.

Event attribute	Short description
Event attribute	Short description

"> id (mandatory) The event name."> Server (mandatory) A unique identifier assigned by Voice Microservices to the connection between a client and Voice Microservices."> ThisDN (mandatory) The directory number of the most significant telephony object (except an ACD group or trunk group) with respect to

the event in question."> time (mandatory) The structure specifies event generation time that is expressed in elapsed seconds and microseconds since 00:00 GMT, January 1, 1970 (zero hour)."> Agent ID (optional) This parameter uniquely identifies the ACD agent."> CustomerID (optional) A pointer to the string containing the assigned Customer (Tenant) identifier through which the processing of the call was initiated."> Extensions (optional) A pointer to an additional data structure that takes into account switch-specific features that cannot be described by the other parameters in an event or a request."> Reasons (optional) A pointer to an additional data structure that provides reasons for and results of actions taken by the user of ThisDN."> ReferenceID (optional) (Use is internal to Voice Microservices.) **ReferenceID** is the identifier generated by Voice Microservices or a TSetReferenceID() function call and attached to the request a client sends to Voice Microservices."> ThisQueue (optional) The directory number of the most significant ACD group with respect to the event in question.

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EventAgentReady

The agent is ready to receive ACD calls.

AgentID must be present if the agent is logged in through Voice Microservices or if the information is available.

If present, the **Extensions** attribute might include a ReasonCode value specifically used to communicate hardware reasons.

Event attribute	Short description
Event attribute	Short description

"> AgentWorkMode (mandatory) This attribute indicates the agent/supervisor-related current work mode."> id (mandatory) The event name."> Server (mandatory) A unique identifier assigned by Voice Microservices to the connection between a client and Voice Microservices."> ThisDN (mandatory) The directory number of the most significant telephony object (except an ACD group or trunk group) with respect to the event in question."> time (mandatory) The structure specifies event generation time that is expressed in elapsed seconds and microseconds since 00:00 GMT, January 1, 1970 (zero hour)."> CustomerID (optional) A pointer to the string containing the assigned Customer (Tenant) identifier through which the processing of the call was initiated."> Extensions

(optional) A pointer to an additional data structure that takes into account switch-specific features that cannot be described by the other parameters in an event or a request."> Reasons (optional) A pointer to an additional data structure that provides reasons for and results of actions taken by the user of ThisDN."> ReferenceID (optional) (Use is internal to Voice Microservices.) **ReferenceID** is the identifier generated by Voice Microservices or a TSetReferenceID() function call and attached to the request a client sends to Voice Microservices."> ThisQueue (optional) The directory number of the most significant ACD group with respect to the event in question.

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EventAgentNotReady

The agent is not ready to receive ACD calls.

AgentID must be present if the agent is logged in through Voice Microservices or if the information is available.

If present, the **Extensions** attribute might include a ReasonCode value specifically used to communicate hardware reasons.

Event attribute	Short description
Event attribute	Short description

"> id (mandatory) The event name."> Server (mandatory) A unique identifier assigned by Voice Microservices to the connection between a client and Voice Microservices."> ThisDN (mandatory) The directory number of the most significant telephony object (except an ACD group or trunk group) with respect to the event in question."> time (mandatory) The structure specifies event generation time that is expressed in elapsed seconds and microseconds since 00:00 GMT, January 1, 1970 (zero hour)."> AgentWorkMode (optional) This attribute indicates the agent/supervisor-related current work mode."> CustomerID (optional) A pointer to the string containing the assigned Customer (Tenant) identifier through which the processing of the call was initiated."> Extensions (optional) A pointer to an additional data structure that takes into account switch-specific features that cannot be described by the other parameters in an event or a request."> Reasons (optional) A pointer to an additional data structure that provides reasons for and results of actions taken by the user of ThisDN."> ReferenceID (optional) (Use is internal to Voice Microservices.) **ReferenceID** is the identifier generated by Voice Microservices

or a TSetReferenceID() function call and attached to the request a client sends to Voice Microservices."> ThisQueue (optional) The directory number of the most significant ACD group with respect to the event in question.

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EventDNOutOfService

The DN specified in the **ThisDN** attribute is out of service and cannot make or receive calls. This event is generated when an out-of-service state is first detected or when a new client registers on a DN known to be out of service.

When a DN is out of service, only the following Voice Microservices requests can be issued for it: client registration and unregistration, queries, agent login, and private service requests.

Voice Microservices return a TERR_OUT_OF_SERVICE error if called on to attempt a supported operation that cannot progress on an out-of-service DN.

When a DN goes out of service, Voice Microservices notify the user about the termination of active calls or change an agent state (not ready/logout) using normal events. The other applications should rely only on those events to change the DN/agent state.

Event attribute	Short description
Event attribute	Short description

"> id (mandatory) The event name."> ThisDN (mandatory) The directory number of the most significant telephony object (except an ACD group or trunk group) with respect to the event in question."> Extensions (optional) A pointer to an additional data structure that takes into account switch-specific features that cannot be described by the other parameters in an event or a request.

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EventDNBackInService

The DN specified in the **ThisDN** attribute is back in service and can make or receive calls. This event is generated when a DN, which has been out of service and for which the EventDNOutOfService was previously distributed, returns to service.

In the absence of EventDNOutOfService and EventDNBackInService, all clients should assume, for backward-compatibility reasons, that the DN is in service.

Between EventDNOutOfService and EventDNBackInService, the client is not able to perform any requests, and no events should be expected during this outage. Genesys recommends that you perform TQueryAddress() after EventDNBackInService to ensure synchronization between Voice Microservices and the client.

Event attribute	Short description
Event attribute	Short description

"> id (mandatory) The event name."> ThisDN (mandatory) The directory number of the most significant telephony object (except an ACD group or trunk group) with respect to the event in question."> Extensions (optional) A pointer to an additional data structure that takes into account switch-specific features that cannot be described by the other parameters in an event or a request.

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EventDNDoNotDisturb

The Do-Not-Disturb (DND) feature has been turned on for the telephony object specified by **ThisDN**.

Event attribute	Short description
Event attribute	Short description

"> id (mandatory) The event name."> Server (mandatory) A unique identifier assigned by Voice Microservices to the connection between a client and Voice Microservices."> ThisDN (mandatory) The directory number of the most significant telephony object (except an ACD group or trunk group) with respect to the event in question."> time (mandatory) The structure specifies event generation time that is expressed in elapsed seconds and microseconds since 00:00 GMT, January 1, 1970 (zero hour)."> CustomerID (optional) A pointer to the string containing the assigned Customer (Tenant) identifier through which the processing of the call was initiated."> Extensions (optional) A pointer to an additional data structure that takes into account switch-specific features that cannot be described by the other parameters in an event or a request."> Reasons (optional) A pointer to an additional data structure that provides reasons for and results of actions taken by the user of ThisDN."> ReferenceID (optional) (Use is internal to Voice Microservices.) **ReferenceID** is the identifier generated by Voice Microservices or a TSetReferenceID() function call and attached to the

request a client sends to Voice Microservices.

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EventDNDOff

The Do-Not-Disturb (DND) feature has been turned off for the telephony object specified by **ThisDN**.

Event attribute	Short description
Event attribute	Short description

"> id (mandatory) The event name."> Server (mandatory) A unique identifier assigned by Voice Microservices to the connection between a client and Voice Microservices."> ThisDN (mandatory) The directory number of the most significant telephony object (except an ACD group or trunk group) with respect to the event in question."> time (mandatory) The structure specifies event generation time that is expressed in elapsed seconds and microseconds since 00:00 GMT, January 1, 1970 (zero hour)."> CustomerID (optional) A pointer to the string containing the assigned Customer (Tenant) identifier through which the processing of the call was initiated."> Extensions (optional) A pointer to an additional data structure that takes into account switch-specific features that cannot be described by the other parameters in an event or a request."> Reasons (optional) A pointer to an additional data structure that provides reasons for and results of actions taken by the user of ThisDN."> ReferenceID (optional) (Use is internal to Voice Microservices.) **ReferenceID** is the identifier generated by Voice Microservices or a TSetReferenceID() function call and attached to the request a client sends to Voice Microservices.

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EventForwardSet

The Forwarding feature has been turned on for the telephony object specified by **ThisDN**.

The **InfoStatus** event attribute has a value of either CallForwardingStatus or

SendAllCallsStatus in the EventForwardSet event.

The **OtherDN** event attribute specifies the target party when the Forward feature is in progress.

Event attribute	Short description
Event attribute	Short description

"> id (mandatory) The event name."> Server (mandatory) A unique identifier assigned by Voice Microservices to the connection between a client and Voice Microservices."> ThisDN (mandatory) The directory number of the most significant telephony object (except an ACD group or trunk group) with respect to the event in question."> time (mandatory) The structure specifies event generation time that is expressed in elapsed seconds and microseconds since 00:00 GMT, January 1, 1970 (zero hour)."> CustomerID (optional) A pointer to the string containing the assigned Customer (Tenant) identifier through which the processing of the call was initiated."> Extensions (optional) A pointer to an additional data structure that takes into account switch-specific features that cannot be described by the other parameters in an event or a request."> InfoStatus (optional) The InfoType information about the telephony object specified by **ThisDN** and/or **ThisQueue**."> OtherDN (optional) The directory number of the second most significant telephony object (except an ACD group or trunk group) with respect to the event in question."> Reasons (optional) A pointer to an additional data structure that provides reasons for and results of actions taken by the user of ThisDN."> ReferenceID (optional) (Use is internal to Voice Microservices.) **ReferenceID** is the identifier generated by Voice Microservices or a TSetReferenceID() function call and attached to the request a client sends to Voice Microservices.

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EventForwardCancel

The Forwarding feature has been turned off for the telephony object specified by **ThisDN**.

Event attribute	Short description
Event attribute	Short description

"> id (mandatory) The event name."> Server (mandatory) A unique identifier assigned by Voice Microservices to the connection between a client and Voice Microservices."> ThisDN (mandatory) The directory number of the most

significant telephony object (except an ACD group or trunk group) with respect to the event in question."> time (mandatory) The structure specifies event generation time that is expressed in elapsed seconds and microseconds since 00:00 GMT, January 1, 1970 (zero hour)."> CustomerID (optional) A pointer to the string containing the assigned Customer (Tenant) identifier through which the processing of the call was initiated."> Extensions (optional) A pointer to an additional data structure that takes into account switch-specific features that cannot be described by the other parameters in an event or a request."> Reasons (optional) A pointer to an additional data structure that provides reasons for and results of actions taken by the user of ThisDN."> ReferenceID (optional) (Use is internal to Voice Microservices.) **ReferenceID** is the identifier generated by Voice Microservices or a TSetReferenceID() function call and attached to the request a client sends to Voice Microservices.

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EventOffHook

The telephony object specified by **ThisDN** has gone off-hook.

Event attribute	Short description
Event attribute	Short description

"> id (mandatory) The event name."> Server (mandatory) A unique identifier assigned by Voice Microservices to the connection between a client and Voice Microservices."> ThisDN (mandatory) The directory number of the most significant telephony object (except an ACD group or trunk group) with respect to the event in question."> time (mandatory) The structure specifies event generation time that is expressed in elapsed seconds and microseconds since 00:00 GMT, January 1, 1970 (zero hour)."> CallHistory (optional) Information about transferring/routing of the call through a multisite contact center network."> CallID (optional) This attribute contains the call identification provided by the switch, which uniquely identifies a call."> CallState (optional) The current status of the call the event relates to."> CallType (optional) The type of call in question."> ConnID (optional) A current connection identifier of the call to which this event relates."> CustomerID (optional) A pointer to the string containing the assigned Customer (Tenant) identifier through which the processing of the call was initiated."> Extensions (optional) A pointer to an additional data structure that takes into account switch-specific features that

cannot be described by the other parameters in an event or a request."> NetworkCallID (optional) In the case of network routing, the call identifier assigned by the switch where the call initially arrived."> NetworkNodeID (optional) In the case of network routing, the identifier of the switch where the call initially arrived."> ThisTrunk (optional) The identifier of the most significant trunk with respect to the event in question."> UserData (optional) Specifies the pointer to the call-related user data.

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EventOnHook

The telephony object specified by **ThisDN** has gone on-hook.

Event attribute	Short description
Event attribute	Short description

"> id (mandatory) The event name."> Server (mandatory) A unique identifier assigned by Voice Microservices to the connection between a client and Voice Microservices."> ThisDN (mandatory) The directory number of the most significant telephony object (except an ACD group or trunk group) with respect to the event in question."> time (mandatory) The structure specifies event generation time that is expressed in elapsed seconds and microseconds since 00:00 GMT, January 1, 1970 (zero hour)."> CallHistory (optional) Information about transferring/routing of the call through a multisite contact center network."> CallID (optional) This attribute contains the call identification provided by the switch, which uniquely identifies a call."> ConnID (optional) A current connection identifier of the call to which this event relates."> CustomerID (optional) A pointer to the string containing the assigned Customer (Tenant) identifier through which the processing of the call was initiated."> Extensions (optional) A pointer to an additional data structure that takes into account switch-specific features that cannot be described by the other parameters in an event or a request."> NetworkCallID (optional) In the case of network routing, the call identifier assigned by the switch where the call initially arrived."> NetworkNodeID (optional) In the case of network routing, the identifier of the switch where the call initially arrived."> ThisDNRole (optional) The role of the telephony object specified by **ThisDN** in the event in question."> ThisTrunk (optional) The identifier of the most significant trunk with respect to the event in question."> UserData (optional) Specifies the pointer to the call-related user

data.

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EventMuteOn

A party identified by **ThisDN** is now in the Mute mode.

Event attribute	Short description
Event attribute	Short description

"> ConnID (mandatory) A current connection identifier of the call to which this event relates."> id (mandatory) The event name."> ThisDNRole (mandatory) The role of the telephony object specified by **ThisDN** in the event in question."> ThisDN (mandatory) The directory number of the most significant telephony object (except an ACD group or trunk group) with respect to the event in question."> CustomerID (optional) A pointer to the string containing the assigned Customer (Tenant) identifier through which the processing of the call was initiated."> Extensions (optional) A pointer to an additional data structure that takes into account switch-specific features that cannot be described by the other parameters in an event or a request."> NetworkCallID (optional) In the case of network routing, the call identifier assigned by the switch where the call initially arrived."> NetworkNodeID (optional) In the case of network routing, the identifier of the switch where the call initially arrived."> Reasons (optional) A pointer to an additional data structure that provides reasons for and results of actions taken by the user of ThisDN."> ReferenceID (optional) (Use is internal to Voice Microservices.) **ReferenceID** is the identifier generated by Voice Microservices or a TSetReferenceID() function call and attached to the request a client sends to Voice Microservices."> UserData (optional) Specifies the pointer to the call-related user data.

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EventMuteOff

A party identified by **ThisDN** is no longer in Mute (microphone-disabled) mode. The **ReferenceID** attribute is set to indicate the corresponding TSetMuteOff() function.

Event attribute	Short description
Event attribute	Short description

"> ConnID (mandatory) A current connection identifier of the call to which this event relates."> id (mandatory) The event name."> ThisDNRole (mandatory) The role of the telephony object specified by **ThisDN** in the event in question."> ThisDN (mandatory) The directory number of the most significant telephony object (except an ACD group or trunk group) with respect to the event in question."> CustomerID (optional) A pointer to the string containing the assigned Customer (Tenant) identifier through which the processing of the call was initiated."> Extensions (optional) A pointer to an additional data structure that takes into account switch-specific features that cannot be described by the other parameters in an event or a request."> NetworkCallID (optional) In the case of network routing, the call identifier assigned by the switch where the call initially arrived."> NetworkNodeID (optional) In the case of network routing, the identifier of the switch where the call initially arrived."> Reasons (optional) A pointer to an additional data structure that provides reasons for and results of actions taken by the user of ThisDN."> ReferenceID (optional) (Use is internal to Voice Microservices.) **ReferenceID** is the identifier generated by Voice Microservices or a TSetReferenceID() function call and attached to the request a client sends to Voice Microservices."> UserData (optional) Specifies the pointer to the call-related user data.

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