This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Voice Microservices Events and Models Reference

Event attributes

5/11/2026

Contents

- 1 Agent ID
- 2 AgentWorkMode
- 3 ANI
- 4 CallHistory
- 5 CallID
- 6 CallState
- 7 CallThreadID
- 8 CallType
- 9 Cause
- 10 CollectedDigits
- 11 ConnID
- 12 CustomerID
- 13 DNIS
- 14 ErrorCode
- 15 ErrorMessage
- 16 Extensions
- 17 id
- 18 InfoStatus
- 19 LastCollectedDigit
- 20 MonitorNextCallType
- 21 NetworkCallID
- 22 NetworkNodeID
- 23 OtherDN
- 24 OtherDNRole
- 25 OtherQueue
- 26 OtherTrunk
- 27 PreviousConnID
- 28 Reasons
- 29 ReferenceID
- 30 Server
- 31 ThirdPartyDN

- 32 ThirdPartyDNRole
- 33 ThirdPartyQueue
- 34 ThisDN
- 35 ThisDNRole
- 36 ThisQueue
- 37 ThisTrunk
- 38 time
- 39 TransferConnID
- 40 TreatmentParms
- 41 TreatmentType
- 42 UserData

Learn about the attributes that make up the events.

Related documentation:

-
-
-

RSS:

- For private edition

- Agent ID
- AgentWorkMode
- ANI
- CallHistory
- CallID
- CallState
- CallThreadID
- CallType
- Cause
- CollectedDigits
- ConnID
- CustomerID
- DNIS
- ErrorCode
- ErrorMessage
- Extensions
- id
- InfoStatus
- LastCollectedDigit
- MonitorNextCallType
- NetworkCallID
- NetworkNodeID
- OtherDNRole
- OtherDN
- OtherQueue
- OtherTrunk
- PreviousConnID
- Reasons
- ReferenceID
- Server
- ThirdPartyDNRole
- ThirdPartyDN
- ThirdPartyQueue
- ThisDNRole
- ThisDN
- ThisQueue
- ThisTrunk
- time
- TransferConnID
- TreatmentParms
- TreatmentType
- UserData

Agent ID

Events that use the attribute	• Mandatory: This attribute is not mandatory for any events. • Optional: EventAgentLogin, EventAgentLogout
Description	This parameter uniquely identifies the ACD agent.

>> Back to list

AgentWorkMode

Events that use the attribute	• Mandatory: EventAgentReady • Optional: EventAgentNotReady
Description	This attribute indicates the agent/supervisor-related current work mode.

>> Back to list

ANI

Events that use the attribute	• Mandatory: This attribute is not mandatory for any events. • Optional: EventAbandoned, EventDestinationBusy, EventEstablished, EventHeld, EventNetworkReached, EventPartyAdded, EventPartyChanged, EventPartyDeleted, EventQueued, EventReleased, EventRetrieved, EventRinging, EventRouteRequest, EventRouteUsed
Description	Automatic Number Identification. Indicates the telephony-company charge number.

>> Back to list

CallHistory

Events that use the attribute	• Mandatory: This attribute is not mandatory for any events. • Optional: EventOffHook, EventOnHook, EventAbandoned, EventDestinationBusy, EventDialing, EventDiverted, EventEstablished, EventHeld, EventNetworkReached, EventPartyAdded, EventPartyChanged, EventPartyDeleted, EventQueued, EventReleased, EventRetrieved, EventRinging, EventRouteRequest, EventRouteUsed
Description	Information about transferring/routing of the call through a multisite contact center network. Typically used to keep track of a call in multisite contact centers.

>> Back to list

CallID

Events that use the attribute	• Mandatory: EventAbandoned, EventDestinationBusy, EventDialing, EventDiverted, EventEstablished, EventHeld, EventNetworkReached, EventPartyChanged, EventPartyDeleted, EventQueued, EventReleased, EventRetrieved, EventRinging, EventRouteRequest, EventRouteUsed, EventTreatmentApplied, EventTreatmentEnd, EventTreatmentNotApplied • Optional: EventOffHook, EventOnHook
Description	This attribute contains the call identification provided by the switch, which uniquely identifies a call. As opposed to **ConnID** that is assigned by Voice Microservices, **CallID** is created by the switch when the incoming call arrives, or when agent/system out-dial calls are created. The attribute must be present if the switch generates and distributes the corresponding parameter to Voice Microservices. (**CallID** is zero as long as the switch does not provide that information to Voice Microservices.)

>> Back to list

CallState

Events that use the attribute	• Mandatory: EventAbandoned, EventDiverted, EventPartyChanged, EventPartyDeleted, EventReleased, EventRetrieved, EventRinging • Optional: EventOffHook, EventDestinationBusy, EventEstablished, EventPartyAdded, EventQueued, EventRouteUsed
Description	The current status of the call the event relates to.

>> Back to list

CallThreadID

Events that use the attribute	• Mandatory: EventAbandoned, EventDestinationBusy, EventDialing, EventEstablished, EventHeld, EventNetworkReached, EventPartyAdded, EventPartyChanged, EventPartyDeleted, EventReleased, EventRetrieved, EventRinging, EventRouteRequest, EventRouteUsed, EventTreatmentApplied, EventTreatmentEnd, EventTreatmentNotApplied • Optional: This attribute is not optional for any events.
Description	The call thread identifier of the call.

>> Back to list

CallType

Events that use the attribute	• Mandatory: EventAbandoned, EventDestinationBusy, EventDialing, EventDiverted, EventEstablished, EventHeld, EventNetworkReached, EventPartyAdded, EventPartyChanged, EventPartyDeleted, EventQueued, EventReleased, EventRetrieved, EventRinging, EventRouteRequest, EventRouteUsed, EventTreatmentApplied, EventTreatmentEnd, EventTreatmentNotApplied • Optional: EventOffHook
Description	The type of call in question.

>> Back to list

Cause

Events that use the attribute	• Mandatory: This attribute is not mandatory for any events. • Optional: EventReleased, EventRinging
Description	For network calls, the reason for transitions to certain states — `Routing` and `NoParty`. This helps clarify delivery failure, such as `Busy` or `NoAnswer`.

>> Back to list

CollectedDigits

Events that use the attribute	• Mandatory: This attribute is not mandatory for any events. • Optional: EventDiverted, EventEstablished, EventQueued, EventReleased, EventRinging, EventRouteRequest, EventTreatmentEnd
Description	A pointer to the digits that have been collected from the calling party.

>> Back to list

ConnID

Events that use the attribute	• Mandatory: EventMuteOff, EventMuteOn, EventAbandoned, EventDestinationBusy, EventDialing, EventDiverted, EventEstablished, EventHeld, EventNetworkReached, EventPartyAdded, EventPartyChanged, EventPartyDeleted, EventQueued, EventReleased, EventRetrieved, EventRinging, EventRouteRequest, EventRouteUsed, EventTreatmentApplied, EventTreatmentEnd, EventTreatmentNotApplied • Optional: EventOffHook, EventOnHook
Description	A current connection identifier of the call to which this event relates. **Connection ID structure** **ConnID Parameters** Reserved (bits 0 and 1): Bits reserved for future usage. Global Server Identifier (bits 2-15): 0 is a global server identifier. Local Connection Identifier (bits 16-63): Local identifier of the call this event relates to.

Byte	Bits							
	0	1	2	3	4	5	6	7
0	Reserved		Global Server Identifier					
1	Global Server Identifier							
2	Local Connection Identifier							
3	Local Connection Identifier							
4	Local Connection Identifier							
5	Local Connection Identifier							
6	Local Connection Identifier							
7	Local Connection Identifier							

>> Back to list

CustomerID

Events that use the attribute	• Mandatory: EventTreatmentApplied, EventTreatmentEnd, EventTreatmentNotApplied • Optional: EventAgentLogin, EventAgentLogout, EventAgentNotReady, EventAgentReady, EventDNDOff, EventDNDOn, EventForwardCancel, EventForwardSet, EventMuteOff, EventMuteOn, EventOffHook, EventOnHook, EventAbandoned, EventDestinationBusy, EventDialing, EventDiverted, EventEstablished, EventHeld, EventNetworkReached,

	EventPartyAdded, EventPartyChanged, EventPartyDeleted, EventQueued, EventReleased, EventRetrieved, EventRinging, EventRouteRequest, EventRouteUsed
Description	A pointer to the string containing the assigned Customer (Tenant) identifier through which the processing of the call was initiated. The attribute must be present in every event for a multitenant contact center.

>> Back to list

DNIS

Events that use the attribute	• Mandatory: This attribute is not mandatory for any events. • Optional: EventAbandoned, EventDestinationBusy, EventDialing, EventEstablished, EventHeld, EventNetworkReached, EventPartyAdded, EventPartyChanged, EventPartyDeleted, EventQueued, EventReleased, EventRetrieved, EventRinging, EventRouteRequest, EventRouteUsed
Description	Directory Number Information Service. The directory number to which the inbound call has been made.

>> Back to list

ErrorCode

Events that use the attribute	• Mandatory: EventTreatmentNotApplied • Optional: This attribute is not optional for any events.
Description	This attribute contains a value that indicates why a client request failed.

>> Back to list

ErrorMessage

Events that use the attribute	• Mandatory: This attribute is not mandatory for any events. • Optional: EventTreatmentNotApplied

Description	A pointer to the character string containing additional information about an error.

>> Back to list

Extensions

Events that use the attribute	• Mandatory: EventTreatmentApplied • Optional: EventAgentLogin, EventAgentLogout, EventAgentNotReady, EventAgentReady, EventDNBackInService, EventDNDOff, EventDNDOn, EventDNOutOfService, EventForwardCancel, EventForwardSet, EventMuteOff, EventMuteOn, EventOffHook, EventOnHook, EventAbandoned, EventDestinationBusy, EventDialing, EventDiverted, EventEstablished, EventHeld, EventNetworkReached, EventPartyAdded, EventPartyChanged, EventPartyDeleted, EventQueued, EventReleased, EventRetrieved, EventRinging, EventRouteRequest, EventRouteUsed, EventTreatmentEnd, EventTreatmentNotApplied
Description	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. Extensions that are specific to particular events are noted with their event information in the Events section. Some extensions for requests permit tuning of Voice Microservices operations. If present, the **Extensions** attribute can include a ReasonCode value specifically used to communicate hardware reasons.

>> Back to list

id

Events that use the attribute	• Mandatory: EventAgentLogin, EventAgentLogout, EventAgentNotReady, EventAgentReady, EventDNBackInService, EventDNDOff, EventDNDOn, EventDNOutOfService, EventForwardCancel, EventForwardSet, EventMuteOff, EventMuteOn, EventOffHook, EventOnHook, EventAbandoned, EventDestinationBusy, EventDialing, EventDiverted, EventEstablished, EventHeld, EventNetworkReached, EventPartyAdded, EventPartyChanged, EventPartyDeleted, EventQueued, EventReleased, EventRetrieved, EventRinging, EventRouteRequest, EventRouteUsed, EventTreatmentApplied, EventTreatmentEnd, EventTreatmentNotApplied • Optional: This attribute is not optional for any events.
Description	The event name.

>> Back to list

InfoStatus

Events that use the attribute	• Mandatory: This attribute is not mandatory for any events. • Optional: EventForwardSet
Description	The `InfoType` information about the telephony object specified by **ThisDN** and/or **ThisQueue**.

>> Back to list

LastCollectedDigit

Events that use the attribute	• Mandatory: This attribute is not mandatory for any events. • Optional: EventQueued, EventRouteRequest, EventTreatmentEnd
Description	The last digit collected from the calling party.

>> Back to list

MonitorNextCallType

Events that use the attribute	• Mandatory: This attribute is not mandatory for any events. • Optional: This attribute is not optional for any events.
Description	Indicates whether to monitor one (MonitorOneCall (0)) or all (MonitorAllCalls (1)) of the next calls.

>> Back to list

NetworkCallID

Events that use the attribute	• Mandatory: This attribute is not mandatory for any events. • Optional: EventMuteOff, EventMuteOn, EventOffHook, EventOnHook,

	EventAbandoned, EventDestinationBusy, EventDialing, EventDiverted, EventEstablished, EventHeld, EventNetworkReached, EventPartyAdded, EventPartyChanged, EventPartyDeleted, EventQueued, EventReleased, EventRetrieved, EventRinging, EventRouteRequest, EventRouteUsed, EventTreatmentApplied, EventTreatmentEnd, EventTreatmentNotApplied
Description	In the case of network routing, the call identifier assigned by the switch where the call initially arrived.

>> Back to list

NetworkNodeID

Events that use the attribute	• Mandatory: This attribute is not mandatory for any events. • Optional: EventMuteOff, EventMuteOn, EventOffHook, EventOnHook, EventAbandoned, EventDestinationBusy, EventDialing, EventDiverted, EventEstablished, EventHeld, EventNetworkReached, EventPartyAdded, EventPartyChanged, EventPartyDeleted, EventQueued, EventReleased, EventRetrieved, EventRinging, EventRouteRequest, EventRouteUsed, EventTreatmentApplied, EventTreatmentEnd, EventTreatmentNotApplied
Description	In the case of network routing, the identifier of the switch where the call initially arrived.

>> Back to list

OtherDN

Events that use the attribute	• Mandatory: This attribute is not mandatory for any events. • Optional: EventForwardSet, EventAbandoned, EventDestinationBusy, EventDialing, EventDiverted, EventEstablished, EventHeld, EventNetworkReached, EventPartyAdded, EventPartyChanged, EventPartyDeleted, EventQueued, EventReleased, EventRetrieved, EventRinging, EventRouteRequest, EventRouteUsed
Description	The directory number of the second most significant telephony object (except an ACD group or trunk group) with respect to the event in question. The application does not have to be registered to this directory number to receive the event in question.

>> Back to list

OtherDNRole

Events that use the attribute	• Mandatory: This attribute is not mandatory for any events. • Optional: EventAbandoned, EventDialing, EventDiverted, EventEstablished, EventHeld, EventNetworkReached, EventPartyAdded, EventPartyChanged, EventPartyDeleted, EventQueued, EventReleased, EventRetrieved, EventRinging, EventRouteRequest
Description	The role of the telephony object specified by **OtherDN** in the event in question.

>> Back to list

OtherQueue

Events that use the attribute	• Mandatory: This attribute is not mandatory for any events. • Optional: EventAbandoned, EventDestinationBusy, EventDialing, EventDiverted, EventEstablished, EventHeld, EventPartyAdded, EventPartyDeleted, EventQueued, EventReleased, EventRetrieved, EventRinging, EventRouteRequest
Description	The directory number of the second most significant ACD group with respect to the event in question.

>> Back to list

OtherTrunk

Events that use the attribute	• Mandatory: This attribute is not mandatory for any events. • Optional: EventAbandoned, EventDestinationBusy, EventDialing, EventDiverted, EventEstablished, EventHeld, EventNetworkReached, EventPartyAdded, EventPartyChanged, EventPartyDeleted, EventQueued, EventReleased, EventRetrieved, EventRinging, EventRouteRequest
Description	The identifier of the second most significant trunk group with respect to the event in question.

>> Back to list

PreviousConnID

Events that use the attribute	• Mandatory: EventPartyChanged • Optional: EventAbandoned, EventDestinationBusy, EventDialing, EventDiverted, EventEstablished, EventHeld, EventNetworkReached, EventQueued, EventReleased, EventRinging, EventRouteRequest
Description	This attribute links two associated calls. For example, events related to an original call include the connection ID of a consultation call; events related to a consultation call include the connection ID of the original call. For more information, see ConnID. **WARNING:** When **EventPartyChanged** is generated for the party that is still only involved in an original call (that is, **ConnID** has not been changed during a two-step operation), the **PreviousConnID** attribute is equal to **ConnID** of the original call.

>> Back to list

Reasons

Events that use the attribute	• Mandatory: This attribute is not mandatory for any events. • Optional: EventAgentLogin, EventAgentLogout, EventAgentNotReady, EventAgentReady, EventDNDOff, EventDNDOn, EventForwardCancel, EventForwardSet, EventMuteOff, EventMuteOn, EventDialing, EventEstablished, EventHeld, EventPartyDeleted, EventReleased, EventRetrieved, EventRinging, EventRouteUsed, EventTreatmentApplied, EventTreatmentEnd, EventTreatmentNotApplied
Description	A pointer to an additional data structure that provides reasons for and results of actions taken by the user of **ThisDN**. Any **Reasons** attribute that appears in an event is taken directly from the corresponding request (see ReferenceID in events that correspond to requests). There is no other source for the information found in the content of the **Reasons** attribute. That is, no **Reasons** attribute should be expected for an event that is unsolicited. An event with no reference ID has no identifiable request that prompted it. Switch information of a similar nature to the Genesys **Reasons** attribute is sometimes available, but those switch reasons are passed in the **Extensions** attribute.

>> Back to list

ReferenceID

<table>
<tr><td>Events that use the attribute</td><td>

- Mandatory: EventTreatmentNotApplied
- Optional: EventAgentLogin, EventAgentLogout, EventAgentNotReady, EventAgentReady, EventDNDOff, EventDNDOn, EventForwardCancel, EventForwardSet, EventMuteOff, EventMuteOn, EventDialing, EventEstablished, EventHeld, EventPartyDeleted, EventReleased, EventRetrieved, EventRinging, EventRouteUsed, EventTreatmentApplied, EventTreatmentEnd

</td></tr>
<tr><td>Description</td><td>

(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. Every time a client sends a request to Voice Microservices, it uses the current **ReferenceID** (increasing it by one each time). In response, Voice Microservices generate an event. The resulting event includes the same **ReferenceID** that was attached to the request only in the response to the client who initiated the request, as acknowledgment that the request has been fulfilled. If the request fails, **EventError** is sent only to the requestor.

For more information, see the following table, which lists the events in which you will find the **ReferenceID** corresponding to that found with the request that prompted its assignment initially.

ReferenceID in events that correspond to requests

Request	Event
General Requests	
TOpenServer	Not Applicable
TOpenServerEx	Not Applicable
TDispatch	Not Applicable
TCloseServer	Not Applicable
TScanServer	Not Applicable
TScanServerEx	Not Applicable
TSetInputMask	EventACK
Registration Requests	
TRegisterAddress [a]	EventRegistered
TUnregisterAddress [a]	EventUnregistered
Call Handling Requests	
TAnswerCall	EventEstablished
TClearCall	EventReleased
THoldCall	EventHeld
TMakeCall	EventDialing
TMakePredictiveCall	EventDialing
TReleaseCall	EventReleased

</td></tr>
</table>

TRetrieveCall	EventRetrieved
TRedirectCall	EventReleased
Transfer/Conference Requests	
TInitiateConference	EventDialing
TInitiateTransfer	EventDialing
TCompleteConference	EventReleased
TCompleteTransfer	First arriving EventReleased
TDeleteFromConference	EventPartyDeleted or EventReleased
TReconnectCall	EventRetrieved
TMergeCalls	EventReleased
TMuteTransfer	EventDialing
TAlternateCall	EventHeld
TSingleStepConference	EventPartyAdded or EventRinging
TSingleStepTransfer	EventReleased
Call-Routing Requests	
TRouteCall	EventRouteUsed
Call Treatment Requests	
TApplyTreatment	EventTreatmentApplied+ EventTreatmentEnd or EventTreatmentNotApplied
TGiveMusicTreatment	EventTreatmentApplied
TGiveRingBackTreatment	EventTreatmentApplied
TGiveSilenceTreatment	EventTreatmentApplied
DTMF Requests	
TCollectDigits	EventDigitsCollected
TSendDTMF	EventDTMFSent
Voice-Mail Requests	
TOpenVoiceFile	EventVoiceFileOpened
TCloseVoiceFile	EventVoiceFileClosed
TLoginMailBox	EventMailBoxLogin
TLogoutMailBox	EventMailBoxLogout
TPlayVoice	EventVoiceFileEndPlay
Agent and DN Feature Requests	
TAgentLogin	EventAgentLogin
TAgentLogout	EventAgentLogout or EventQueueLogout
TAgentSetReady	EventAgentReady

TAgentSetNotReady	EventAgentNotReady
TCallSetForward	EventForwardSet
TCallCancelForward	EventForwardCancel
TMonitorNextCall	EventMonitoringNextCall
TCancelMonitoring	EventMonitoringCancelled
TSetMuteOff	EventMuteOff
TSetMuteOn	EventMuteOn
TListenDisconnect	EventListenDisconnected
TListenReconnect	EventListenReconnected
TSetDNDOn	EventDNDOn
TSetDNDOff	EventDNDOff
TSetMessageWaitingOn	EventMessageWaitingOn
TSetMessageWaitingOff	EventMessageWaitingOff
Query Requests	
TQueryAddress [a]	EventAddressInfo
TQueryCall [a]	EventPartyInfo
TQueryLocation [a]	EventLocationInfo
TQueryServer [a]	EventServerInfo
TQuerySwitch [a]	EventSwitchInfo
User-Data Requests	
TAttachUserData	EventAttachedDataChanged
TUpdateUserData	EventAttachedDataChanged
TDeleteUserData	EventAttachedDataChanged
TDeleteAllUserData	EventAttachedDataChanged
Special Requests	
TReserveAgent	EventAgentReserved
TSendUserEvent	EventACK
TSendEvent	EventACK
TSendEventEx	EventACK
TSetCallAttributes	EventCallInfoChanged
TPrivateService	EventPrivateInfo or EventAck

[a] Only the requestor will receive a notification of the event associated with this request.

>> Back to list

Server

Events that use the attribute	• Mandatory: EventAgentLogin, EventAgentLogout, EventAgentNotReady, EventAgentReady, EventDNDOff, EventDNDOn, EventForwardCancel, EventForwardSet, EventOffHook, EventOnHook, EventAbandoned, EventDestinationBusy, EventDialing, EventDiverted, EventEstablished, EventHeld, EventNetworkReached, EventPartyAdded, EventPartyChanged, EventPartyDeleted, EventQueued, EventReleased, EventRetrieved, EventRinging, EventRouteRequest, EventRouteUsed, EventTreatmentApplied, EventTreatmentEnd, EventTreatmentNotApplied • Optional: This attribute is not optional for any events.
Description	A unique identifier assigned by Voice Microservices to the connection between a client and Voice Microservices.

>> Back to list

ThirdPartyDN

Events that use the attribute	• Mandatory: EventPartyAdded, EventPartyChanged • Optional: EventDiverted, EventPartyDeleted, EventQueued, EventReleased, EventRinging, EventRouteRequest, EventRouteUsed
Description	The directory number of the third most significant telephony object (except an ACD group or trunk group) with respect to the event in question. The application does not have to be registered to this directory number to receive the event in question.

>> Back to list

ThirdPartyDNRole

Events that use the attribute	• Mandatory: EventPartyAdded, EventPartyChanged • Optional: EventDiverted, EventPartyDeleted, EventRouteUsed
Description	The role of the telephony object specified by **ThirdPartyDN** in the event in question.

>> Back to list

ThirdPartyQueue

Events that use the attribute	• Mandatory: This attribute is not mandatory for any events. • Optional: EventDiverted
Description	The directory number of the third most significant ACD group with respect to the event in question.

>> Back to list

ThisDN

Events that use the attribute	• Mandatory: EventAgentLogin, EventAgentLogout, EventAgentNotReady, EventAgentReady, EventDNBackInService, EventDNDOff, EventDNDOn, EventDNOutOfService, EventForwardCancel, EventForwardSet, EventMuteOff, EventMuteOn, EventOffHook, EventOnHook, EventAbandoned, EventDestinationBusy, EventDialing, EventDiverted, EventEstablished, EventHeld, EventNetworkReached, EventPartyAdded, EventPartyChanged, EventPartyDeleted, EventQueued, EventReleased, EventRetrieved, EventRinging, EventRouteRequest, EventRouteUsed, EventTreatmentApplied, EventTreatmentEnd, EventTreatmentNotApplied • Optional: This attribute is not optional for any events.
Description	The directory number of the most significant telephony object (except an ACD group or trunk group) with respect to the event in question. The application must be registered to this directory number to receive the event in question.

>> Back to list

ThisDNRole

Events that use the attribute	• Mandatory: EventMuteOff, EventMuteOn, EventAbandoned, EventDestinationBusy, EventDialing, EventDiverted, EventEstablished, EventHeld, EventNetworkReached, EventPartyAdded, EventPartyChanged, EventPartyDeleted, EventQueued, EventReleased, EventRetrieved, EventRinging, EventTreatmentApplied • Optional: EventOnHook
Description	The role of the telephony object specified by **ThisDN** in the event in question.

>> Back to list

ThisQueue

Events that use the attribute	• Mandatory: EventDiverted, EventQueued, EventRouteRequest, EventRouteUsed • Optional: EventAgentLogin, EventAgentLogout, EventAgentNotReady, EventAgentReady, EventAbandoned, EventDestinationBusy, EventDialing, EventEstablished, EventHeld, EventPartyAdded, EventPartyChanged, EventPartyDeleted, EventReleased, EventRetrieved, EventRinging
Description	The directory number of the most significant ACD group with respect to the event in question.

>> Back to list

ThisTrunk

Events that use the attribute	• Mandatory: This attribute is not mandatory for any events. • Optional: EventOffHook, EventOnHook, EventAbandoned, EventDiverted, EventNetworkReached, EventPartyAdded, EventPartyChanged, EventPartyDeleted, EventQueued, EventReleased, EventRetrieved, EventRouteRequest, EventRouteUsed
Description	The identifier of the most significant trunk with respect to the event in question.

>> Back to list

time

Events that use the attribute	• Mandatory: EventAgentLogin, EventAgentLogout, EventAgentNotReady, EventAgentReady, EventDNDOff, EventDNDOn, EventForwardCancel, EventForwardSet, EventOffHook, EventOnHook, EventAbandoned, EventDestinationBusy, EventDialing, EventDiverted, EventEstablished, EventHeld, EventNetworkReached, EventPartyAdded, EventPartyChanged, EventPartyDeleted, EventQueued, EventReleased, EventRetrieved, EventRinging, EventRouteRequest, EventRouteUsed, EventTreatmentApplied, EventTreatmentEnd, EventTreatmentNotApplied

	• Optional: This attribute is not optional for any events.
Description	The structure specifies event generation time that is expressed in elapsed seconds and microseconds since 00:00 GMT, January 1, 1970 (zero hour).

>> Back to list

TransferConnID

Events that use the attribute	• Mandatory: This attribute is not mandatory for any events. • Optional: EventTreatmentApplied, EventTreatmentEnd, EventTreatmentNotApplied
Description	Containes the **ConnID** of the call for which transfer or conference was initiated.

>> Back to list

TreatmentParms

Events that use the attribute	• Mandatory: This attribute is not mandatory for any events. • Optional: EventTreatmentApplied, EventTreatmentEnd, EventTreatmentNotApplied
Description	Contains parameters to be used for the treatment.

>> Back to list

TreatmentType

Events that use the attribute	• Mandatory: EventTreatmentApplied, EventTreatmentEnd, EventTreatmentNotApplied • Optional: This attribute is not optional for any events.
Description	The type of treatment to be applied to the telephony object in question.

>> Back to list

UserData

Events that use the attribute	• Mandatory: This attribute is not mandatory for any events. • Optional: EventMuteOff, EventMuteOn, EventOffHook, EventOnHook, EventAbandoned, EventDestinationBusy, EventDialing, EventDiverted, EventEstablished, EventHeld, EventNetworkReached, EventPartyAdded, EventPartyChanged, EventPartyDeleted, EventQueued, EventReleased, EventRetrieved, EventRinging, EventRouteRequest, EventRouteUsed, EventTreatmentApplied, EventTreatmentEnd, EventTreatmentNotApplied
Description	Specifies the pointer to the call-related user data.

>> Back to list