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# Voice Microservices Events and Models Reference

Event attributes

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Learn about the attributes that make up the events.

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Agent ID

Events that use the attribute	<ul style="list-style-type: none"><li>• Mandatory: This attribute is not mandatory for any events.</li><li>• Optional: EventAgentLogin, EventAgentLogout</li></ul>
Description	This parameter uniquely identifies the ACD agent.

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## AgentWorkMode

<b>Events that use the attribute</b>	<ul style="list-style-type: none"><li>• Mandatory: EventAgentReady</li><li>• Optional: EventAgentNotReady</li></ul>
<b>Description</b>	This attribute indicates the agent/supervisor-related current work mode.

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## ANI

<b>Events that use the attribute</b>	<ul style="list-style-type: none"><li>• Mandatory: This attribute is not mandatory for any events.</li><li>• Optional: EventAbandoned, EventDestinationBusy, EventEstablished, EventHeld, EventNetworkReached, EventPartyAdded, EventPartyChanged, EventPartyDeleted, EventQueued, EventReleased, EventRetrieved, EventRinging, EventRouteRequest, EventRouteUsed</li></ul>
<b>Description</b>	Automatic Number Identification. Indicates the telephony-company charge number.

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## CallHistory

<b>Events that use the attribute</b>	<ul style="list-style-type: none"><li>• Mandatory: This attribute is not mandatory for any events.</li><li>• Optional: EventOffHook, EventOnHook, EventAbandoned, EventDestinationBusy, EventDialing, EventDiverted, EventEstablished, EventHeld, EventNetworkReached, EventPartyAdded, EventPartyChanged, EventPartyDeleted, EventQueued, EventReleased, EventRetrieved, EventRinging, EventRouteRequest, EventRouteUsed</li></ul>
<b>Description</b>	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.

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## CallID

<b>Events that use the attribute</b>	<ul style="list-style-type: none"><li>• Mandatory: EventAbandoned, EventDestinationBusy, EventDialing, EventDiverted, EventEstablished, EventHeld, EventNetworkReached, EventPartyChanged, EventPartyDeleted, EventQueued, EventReleased, EventRetrieved, EventRinging, EventRouteRequest, EventRouteUsed, EventTreatmentApplied, EventTreatmentEnd, EventTreatmentNotApplied</li><li>• Optional: EventOffHook, EventOnHook</li></ul>
<b>Description</b>	This attribute contains the call identification provided by the switch, which uniquely identifies a call. As opposed to <b>ConnID</b> that is assigned by Voice Microservices, <b>CallID</b> 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. ( <b>CallID</b> is zero as long as the switch does not provide that information to Voice Microservices.)

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## CallState

<b>Events that use the attribute</b>	<ul style="list-style-type: none"><li>• Mandatory: EventAbandoned, EventDiverted, EventPartyChanged, EventPartyDeleted, EventReleased, EventRetrieved, EventRinging</li><li>• Optional: EventOffHook, EventDestinationBusy, EventEstablished, EventPartyAdded, EventQueued, EventRouteUsed</li></ul>
<b>Description</b>	The current status of the call the event relates to.

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## CallThreadID

<b>Events that use the attribute</b>	<ul style="list-style-type: none"><li>• Mandatory: EventAbandoned, EventDestinationBusy, EventDialing, EventEstablished, EventHeld, EventNetworkReached, EventPartyAdded, EventPartyChanged, EventPartyDeleted, EventReleased, EventRetrieved, EventRinging, EventRouteRequest, EventRouteUsed, EventTreatmentApplied, EventTreatmentEnd, EventTreatmentNotApplied</li><li>• Optional: This attribute is not optional for any events.</li></ul>
<b>Description</b>	The call thread identifier of the call.

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## CallType

<b>Events that use the attribute</b>	<ul style="list-style-type: none"><li>• Mandatory: EventAbandoned, EventDestinationBusy, EventDialing, EventDiverted, EventEstablished, EventHeld, EventNetworkReached, EventPartyAdded, EventPartyChanged, EventPartyDeleted, EventQueued, EventReleased, EventRetrieved, EventRinging, EventRouteRequest, EventRouteUsed, EventTreatmentApplied, EventTreatmentEnd, EventTreatmentNotApplied</li><li>• Optional: EventOffHook</li></ul>
<b>Description</b>	The type of call in question.

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## Cause

<b>Events that use the attribute</b>	<ul style="list-style-type: none"><li>• Mandatory: This attribute is not mandatory for any events.</li><li>• Optional: EventReleased, EventRinging</li></ul>
<b>Description</b>	For network calls, the reason for transitions to certain states — Routing and NoParty. This helps clarify delivery failure, such as Busy or NoAnswer.

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## CollectedDigits

<b>Events that use the attribute</b>	<ul style="list-style-type: none"><li>• Mandatory: This attribute is not mandatory for any events.</li><li>• Optional: EventDiverted, EventEstablished, EventQueued, EventReleased, EventRinging, EventRouteRequest, EventTreatmentEnd</li></ul>
<b>Description</b>	A pointer to the digits that have been collected from the calling party.

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## ConnID

<b>Events that use the attribute</b>	<ul style="list-style-type: none"><li>• Mandatory: EventMuteOff, EventMuteOn, EventAbandoned, EventDestinationBusy, EventDialing, EventDiverted, EventEstablished, EventHeld, EventNetworkReached, EventPartyAdded, EventPartyChanged, EventPartyDeleted, EventQueued, EventReleased, EventRetrieved, EventRinging, EventRouteRequest, EventRouteUsed, EventTreatmentApplied, EventTreatmentEnd, EventTreatmentNotApplied</li><li>• Optional: EventOffHook, EventOnHook</li></ul>																																																																																										
<b>Description</b>	<p>A current connection identifier of the call to which this event relates.</p> <p><b>Connection ID structure</b></p> <table><tr><th>Byte</th><th colspan="8">Bits</th></tr><tr><td></td><td>0</td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td></tr><tr><td>0</td><td colspan="2">Reserved</td><td colspan="6">Global Server Identifier</td></tr><tr><td>1</td><td colspan="8">Global Server Identifier</td></tr><tr><td>2</td><td colspan="8">Local Connection Identifier</td></tr><tr><td>3</td><td colspan="8">Local Connection Identifier</td></tr><tr><td>4</td><td colspan="8">Local Connection Identifier</td></tr><tr><td>5</td><td colspan="8">Local Connection Identifier</td></tr><tr><td>6</td><td colspan="8">Local Connection Identifier</td></tr><tr><td>7</td><td colspan="8">Local Connection Identifier</td></tr></table> <p><b>ConnID Parameters</b></p> <p>Reserved (bits 0 and 1): Bits reserved for future usage.</p> <p>Global Server Identifier (bits 2-15): 0 is a global server identifier.</p> <p>Local Connection Identifier (bits 16-63): Local identifier of the call this event relates to.</p>	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							
Byte	Bits																																																																																										
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## CustomerID

<b>Events that use the attribute</b>	<ul style="list-style-type: none"><li>• Mandatory: EventTreatmentApplied, EventTreatmentEnd, EventTreatmentNotApplied</li><li>• Optional: EventAgentLogin, EventAgentLogout, EventAgentNotReady, EventAgentReady, EventDNDOff, EventDNDOn, EventForwardCancel, EventForwardSet, EventMuteOff, EventMuteOn, EventOffHook, EventOnHook, EventAbandoned, EventDestinationBusy, EventDialing, EventDiverted, EventEstablished, EventHeld, EventNetworkReached,</li></ul>
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	EventPartyAdded, EventPartyChanged, EventPartyDeleted, EventQueued, EventReleased, EventRetrieved, EventRinging, EventRouteRequest, EventRouteUsed
<b>Description</b>	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.

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## DNIS

<b>Events that use the attribute</b>	<ul style="list-style-type: none"><li>• Mandatory: This attribute is not mandatory for any events.</li><li>• Optional: EventAbandoned, EventDestinationBusy, EventDialing, EventEstablished, EventHeld, EventNetworkReached, EventPartyAdded, EventPartyChanged, EventPartyDeleted, EventQueued, EventReleased, EventRetrieved, EventRinging, EventRouteRequest, EventRouteUsed</li></ul>
<b>Description</b>	Directory Number Information Service. The directory number to which the inbound call has been made.

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## ErrorCode

<b>Events that use the attribute</b>	<ul style="list-style-type: none"><li>• Mandatory: EventTreatmentNotApplied</li><li>• Optional: This attribute is not optional for any events.</li></ul>
<b>Description</b>	This attribute contains a value that indicates why a client request failed.

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## ErrorMessage

<b>Events that use the attribute</b>	<ul style="list-style-type: none"><li>• Mandatory: This attribute is not mandatory for any events.</li><li>• Optional: EventTreatmentNotApplied</li></ul>
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<b>Description</b>	A pointer to the character string containing additional information about an error.
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## Extensions

<b>Events that use the attribute</b>	<ul style="list-style-type: none"> <li>• Mandatory: EventTreatmentApplied</li> <li>• Optional: EventAgentLogin, EventAgentLogout, EventAgentNotReady, EventAgentReady, EventDNBackInService, EventDNDOff, EventDNDOOn, 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</li> </ul>
<b>Description</b>	<p>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.</p> <p>If present, the <b>Extensions</b> attribute can include a ReasonCode value specifically used to communicate hardware reasons.</p>

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## id

<b>Events that use the attribute</b>	<ul style="list-style-type: none"> <li>• Mandatory: EventAgentLogin, EventAgentLogout, EventAgentNotReady, EventAgentReady, EventDNBackInService, EventDNDOff, EventDNDOOn, 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</li> <li>• Optional: This attribute is not optional for any events.</li> </ul>
<b>Description</b>	The event name.

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## InfoStatus

<b>Events that use the attribute</b>	<ul style="list-style-type: none"><li>• Mandatory: This attribute is not mandatory for any events.</li><li>• Optional: EventForwardSet</li></ul>
<b>Description</b>	The InfoType information about the telephony object specified by <b>ThisDN</b> and/or <b>ThisQueue</b> .

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## LastCollectedDigit

<b>Events that use the attribute</b>	<ul style="list-style-type: none"><li>• Mandatory: This attribute is not mandatory for any events.</li><li>• Optional: EventQueued, EventRouteRequest, EventTreatmentEnd</li></ul>
<b>Description</b>	The last digit collected from the calling party.

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## MonitorNextCallType

<b>Events that use the attribute</b>	<ul style="list-style-type: none"><li>• Mandatory: This attribute is not mandatory for any events.</li><li>• Optional: This attribute is not optional for any events.</li></ul>
<b>Description</b>	Indicates whether to monitor one (MonitorOneCall (0)) or all (MonitorAllCalls (1)) of the next calls.

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## NetworkCallID

<b>Events that use the attribute</b>	<ul style="list-style-type: none"><li>• Mandatory: This attribute is not mandatory for any events.</li><li>• Optional: EventMuteOff, EventMuteOn, EventOffHook, EventOnHook,</li></ul>
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	EventAbandoned, EventDestinationBusy, EventDialing, EventDiverted, EventEstablished, EventHeld, EventNetworkReached, EventPartyAdded, EventPartyChanged, EventPartyDeleted, EventQueued, EventReleased, EventRetrieved, EventRinging, EventRouteRequest, EventRouteUsed, EventTreatmentApplied, EventTreatmentEnd, EventTreatmentNotApplied
<b>Description</b>	In the case of network routing, the call identifier assigned by the switch where the call initially arrived.

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## NetworkNodeID

<b>Events that use the attribute</b>	<ul style="list-style-type: none"> <li>• Mandatory: This attribute is not mandatory for any events.</li> <li>• Optional: EventMuteOff, EventMuteOn, EventOffHook, EventOnHook, EventAbandoned, EventDestinationBusy, EventDialing, EventDiverted, EventEstablished, EventHeld, EventNetworkReached, EventPartyAdded, EventPartyChanged, EventPartyDeleted, EventQueued, EventReleased, EventRetrieved, EventRinging, EventRouteRequest, EventRouteUsed, EventTreatmentApplied, EventTreatmentEnd, EventTreatmentNotApplied</li> </ul>
<b>Description</b>	In the case of network routing, the identifier of the switch where the call initially arrived.

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## OtherDN

<b>Events that use the attribute</b>	<ul style="list-style-type: none"> <li>• Mandatory: This attribute is not mandatory for any events.</li> <li>• Optional: EventForwardSet, EventAbandoned, EventDestinationBusy, EventDialing, EventDiverted, EventEstablished, EventHeld, EventNetworkReached, EventPartyAdded, EventPartyChanged, EventPartyDeleted, EventQueued, EventReleased, EventRetrieved, EventRinging, EventRouteRequest, EventRouteUsed</li> </ul>
<b>Description</b>	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.

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## OtherDNRole

<b>Events that use the attribute</b>	<ul style="list-style-type: none"><li>• Mandatory: This attribute is not mandatory for any events.</li><li>• Optional: EventAbandoned, EventDialing, EventDiverted, EventEstablished, EventHeld, EventNetworkReached, EventPartyAdded, EventPartyChanged, EventPartyDeleted, EventQueued, EventReleased, EventRetrieved, EventRinging, EventRouteRequest</li></ul>
<b>Description</b>	The role of the telephony object specified by <b>OtherDN</b> in the event in question.

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## OtherQueue

<b>Events that use the attribute</b>	<ul style="list-style-type: none"><li>• Mandatory: This attribute is not mandatory for any events.</li><li>• Optional: EventAbandoned, EventDestinationBusy, EventDialing, EventDiverted, EventEstablished, EventHeld, EventPartyAdded, EventPartyDeleted, EventQueued, EventReleased, EventRetrieved, EventRinging, EventRouteRequest</li></ul>
<b>Description</b>	The directory number of the second most significant ACD group with respect to the event in question.

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## OtherTrunk

<b>Events that use the attribute</b>	<ul style="list-style-type: none"><li>• Mandatory: This attribute is not mandatory for any events.</li><li>• Optional: EventAbandoned, EventDestinationBusy, EventDialing, EventDiverted, EventEstablished, EventHeld, EventNetworkReached, EventPartyAdded, EventPartyChanged, EventPartyDeleted, EventQueued, EventReleased, EventRetrieved, EventRinging, EventRouteRequest</li></ul>
<b>Description</b>	The identifier of the second most significant trunk group with respect to the event in question.

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## PreviousConnID

<b>Events that use the attribute</b>	<ul style="list-style-type: none"><li>• Mandatory: EventPartyChanged</li><li>• Optional: EventAbandoned, EventDestinationBusy, EventDialing, EventDiverted, EventEstablished, EventHeld, EventNetworkReached, EventQueued, EventReleased, EventRinging, EventRouteRequest</li></ul>
<b>Description</b>	<p>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 <a href="#">ConnID</a>.</p> <p><b>WARNING:</b> When <b>EventPartyChanged</b> is generated for the party that is still only involved in an original call (that is, <b>ConnID</b> has not been changed during a two-step operation), the <b>PreviousConnID</b> attribute is equal to <b>ConnID</b> of the original call.</p>

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## Reasons

<b>Events that use the attribute</b>	<ul style="list-style-type: none"><li>• Mandatory: This attribute is not mandatory for any events.</li><li>• Optional: EventAgentLogin, EventAgentLogout, EventAgentNotReady, EventAgentReady, EventDNDOff, EventDNDOOn, EventForwardCancel, EventForwardSet, EventMuteOff, EventMuteOn, EventDialing, EventEstablished, EventHeld, EventPartyDeleted, EventReleased, EventRetrieved, EventRinging, EventRouteUsed, EventTreatmentApplied, EventTreatmentEnd, EventTreatmentNotApplied</li></ul>
<b>Description</b>	<p>A pointer to an additional data structure that provides reasons for and results of actions taken by the user of <b>ThisDN</b>. Any <b>Reasons</b> 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 <b>Reasons</b> attribute. That is, no <b>Reasons</b> attribute should be expected for an event that is unsolicited. An event with no reference ID has no identifiable request that prompted it.</p> <p>Switch information of a similar nature to the Genesys <b>Reasons</b> attribute is sometimes available, but those switch reasons are passed in the <b>Extensions</b> attribute.</p>

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## ReferenceID

<b>Events that use the attribute</b>	<ul style="list-style-type: none"><li>• Mandatory: EventTreatmentNotApplied</li><li>• Optional: EventAgentLogin, EventAgentLogout, EventAgentNotReady, EventAgentReady, EventDNDOff, EventDNDOn, EventForwardCancel, EventForwardSet, EventMuteOff, EventMuteOn, EventDialing, EventEstablished, EventHeld, EventPartyDeleted, EventReleased, EventRetrieved, EventRinging, EventRouteUsed, EventTreatmentApplied, EventTreatmentEnd</li></ul>																																						
<b>Description</b>	<p>(Use is internal to Voice Microservices.) <b>ReferenceID</b> 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 <b>ReferenceID</b> (increasing it by one each time). In response, Voice Microservices generate an event. The resulting event includes the same <b>ReferenceID</b> 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, <b>EventError</b> is sent only to the requestor.</p> <p>For more information, see the following table, which lists the events in which you will find the <b>ReferenceID</b> corresponding to that found with the request that prompted its assignment initially.</p> <p><b>ReferenceID in events that correspond to requests</b></p> <table><tr><th>Request</th><th>Event</th></tr><tr><td colspan="2"><b>General Requests</b></td></tr><tr><td>TOpenServer</td><td>Not Applicable</td></tr><tr><td>TOpenServerEx</td><td>Not Applicable</td></tr><tr><td>TDispatch</td><td>Not Applicable</td></tr><tr><td>TCloseServer</td><td>Not Applicable</td></tr><tr><td>TScanServer</td><td>Not Applicable</td></tr><tr><td>TScanServerEx</td><td>Not Applicable</td></tr><tr><td>TSetInputMask</td><td>EventACK</td></tr><tr><td colspan="2"><b>Registration Requests</b></td></tr><tr><td>TRegisterAddress <sup>a</sup></td><td>EventRegistered</td></tr><tr><td>TUnregisterAddress <sup>a</sup></td><td>EventUnregistered</td></tr><tr><td colspan="2"><b>Call Handling Requests</b></td></tr><tr><td>TAnswerCall</td><td>EventEstablished</td></tr><tr><td>TClearCall</td><td>EventReleased</td></tr><tr><td>THoldCall</td><td>EventHeld</td></tr><tr><td>TMakeCall</td><td>EventDialing</td></tr><tr><td>TMakePredictiveCall</td><td>EventDialing</td></tr><tr><td>TReleaseCall</td><td>EventReleased</td></tr></table>	Request	Event	<b>General Requests</b>		TOpenServer	Not Applicable	TOpenServerEx	Not Applicable	TDispatch	Not Applicable	TCloseServer	Not Applicable	TScanServer	Not Applicable	TScanServerEx	Not Applicable	TSetInputMask	EventACK	<b>Registration Requests</b>		TRegisterAddress <sup>a</sup>	EventRegistered	TUnregisterAddress <sup>a</sup>	EventUnregistered	<b>Call Handling Requests</b>		TAnswerCall	EventEstablished	TClearCall	EventReleased	THoldCall	EventHeld	TMakeCall	EventDialing	TMakePredictiveCall	EventDialing	TReleaseCall	EventReleased
Request	Event																																						
<b>General Requests</b>																																							
TOpenServer	Not Applicable																																						
TOpenServerEx	Not Applicable																																						
TDispatch	Not Applicable																																						
TCloseServer	Not Applicable																																						
TScanServer	Not Applicable																																						
TScanServerEx	Not Applicable																																						
TSetInputMask	EventACK																																						
<b>Registration Requests</b>																																							
TRegisterAddress <sup>a</sup>	EventRegistered																																						
TUnregisterAddress <sup>a</sup>	EventUnregistered																																						
<b>Call Handling Requests</b>																																							
TAnswerCall	EventEstablished																																						
TClearCall	EventReleased																																						
THoldCall	EventHeld																																						
TMakeCall	EventDialing																																						
TMakePredictiveCall	EventDialing																																						
TReleaseCall	EventReleased																																						

TRetrieveCall	EventRetrieved
TRedirectCall	EventReleased
<b>Transfer/Conference Requests</b>	
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
<b>Call-Routing Requests</b>	
TRouteCall	EventRouteUsed
<b>Call Treatment Requests</b>	
TApplyTreatment	EventTreatmentApplied+ EventTreatmentEnd or EventTreatmentNotApplied
TGiveMusicTreatment	EventTreatmentApplied
TGiveRingBackTreatment	EventTreatmentApplied
TGiveSilenceTreatment	EventTreatmentApplied
<b>DTMF Requests</b>	
TCollectDigits	EventDigitsCollected
TSendDTMF	EventDTMFSent
<b>Voice-Mail Requests</b>	
TOpenVoiceFile	EventVoiceFileOpened
TCloseVoiceFile	EventVoiceFileClosed
TLoginMailBox	EventMailBoxLogin
TLogoutMailBox	EventMailBoxLogout
TPlayVoice	EventVoiceFileEndPlay
<b>Agent and DN Feature Requests</b>	
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
TSetDNDOOn	EventDNDOOn
TSetDNDOff	EventDNDOff
TSetMessageWaitingOn	EventMessageWaitingOn
TSetMessageWaitingOff	EventMessageWaitingOff
<b>Query Requests</b>	
TQueryAddress <sup>a</sup>	EventAddressInfo
TQueryCall <sup>a</sup>	EventPartyInfo
TQueryLocation <sup>a</sup>	EventLocationInfo
TQueryServer <sup>a</sup>	EventServerInfo
TQuerySwitch <sup>a</sup>	EventSwitchInfo
<b>User-Data Requests</b>	
TAttachUserData	EventAttachedDataChanged
TUpdateUserData	EventAttachedDataChanged
TDeleteUserData	EventAttachedDataChanged
TDeleteAllUserData	EventAttachedDataChanged
<b>Special Requests</b>	
TReserveAgent	EventAgentReserved
TSendUserEvent	EventACK
TSendEvent	EventACK
TSendEventEx	EventACK
TSetCallAttributes	EventCallInfoChanged
TPrivateService	EventPrivateInfo or EventAck

<sup>a</sup> Only the requestor will receive a notification of the event associated with this request.

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## Server

<b>Events that use the attribute</b>	<ul style="list-style-type: none"><li>• 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</li><li>• Optional: This attribute is not optional for any events.</li></ul>
<b>Description</b>	A unique identifier assigned by Voice Microservices to the connection between a client and Voice Microservices.

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## ThirdPartyDN

<b>Events that use the attribute</b>	<ul style="list-style-type: none"><li>• Mandatory: EventPartyAdded, EventPartyChanged</li><li>• Optional: EventDiverted, EventPartyDeleted, EventQueued, EventReleased, EventRinging, EventRouteRequest, EventRouteUsed</li></ul>
<b>Description</b>	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.

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## ThirdPartyDNRole

<b>Events that use the attribute</b>	<ul style="list-style-type: none"><li>• Mandatory: EventPartyAdded, EventPartyChanged</li><li>• Optional: EventDiverted, EventPartyDeleted, EventRouteUsed</li></ul>
<b>Description</b>	The role of the telephony object specified by <b>ThirdPartyDN</b> in the event in question.

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## ThirdPartyQueue

<b>Events that use the attribute</b>	<ul style="list-style-type: none"><li>• Mandatory: This attribute is not mandatory for any events.</li><li>• Optional: EventDiverted</li></ul>
<b>Description</b>	The directory number of the third most significant ACD group with respect to the event in question.

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## ThisDN

<b>Events that use the attribute</b>	<ul style="list-style-type: none"><li>• 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</li><li>• Optional: This attribute is not optional for any events.</li></ul>
<b>Description</b>	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.

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## ThisDNRole

<b>Events that use the attribute</b>	<ul style="list-style-type: none"><li>• Mandatory: EventMuteOff, EventMuteOn, EventAbandoned, EventDestinationBusy, EventDialing, EventDiverted, EventEstablished, EventHeld, EventNetworkReached, EventPartyAdded, EventPartyChanged, EventPartyDeleted, EventQueued, EventReleased, EventRetrieved, EventRinging, EventTreatmentApplied</li><li>• Optional: EventOnHook</li></ul>
<b>Description</b>	The role of the telephony object specified by <b>ThisDN</b> in the event in question.

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## ThisQueue

<b>Events that use the attribute</b>	<ul style="list-style-type: none"><li>• Mandatory: EventDiverted, EventQueued, EventRouteRequest, EventRouteUsed</li><li>• Optional: EventAgentLogin, EventAgentLogout, EventAgentNotReady, EventAgentReady, EventAbandoned, EventDestinationBusy, EventDialing, EventEstablished, EventHeld, EventPartyAdded, EventPartyChanged, EventPartyDeleted, EventReleased, EventRetrieved, EventRinging</li></ul>
<b>Description</b>	The directory number of the most significant ACD group with respect to the event in question.

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## ThisTrunk

<b>Events that use the attribute</b>	<ul style="list-style-type: none"><li>• Mandatory: This attribute is not mandatory for any events.</li><li>• Optional: EventOffHook, EventOnHook, EventAbandoned, EventDiverted, EventNetworkReached, EventPartyAdded, EventPartyChanged, EventPartyDeleted, EventQueued, EventReleased, EventRetrieved, EventRouteRequest, EventRouteUsed</li></ul>
<b>Description</b>	The identifier of the most significant trunk with respect to the event in question.

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## time

<b>Events that use the attribute</b>	<ul style="list-style-type: none"><li>• 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</li></ul>
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	<ul style="list-style-type: none"> <li>Optional: This attribute is not optional for any events.</li> </ul>
<b>Description</b>	The structure specifies event generation time that is expressed in elapsed seconds and microseconds since 00:00 GMT, January 1, 1970 (zero hour).

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## TransferConnID

<b>Events that use the attribute</b>	<ul style="list-style-type: none"> <li>Mandatory: This attribute is not mandatory for any events.</li> <li>Optional: EventTreatmentApplied, EventTreatmentEnd, EventTreatmentNotApplied</li> </ul>
<b>Description</b>	Contains the <b>ConnID</b> of the call for which transfer or conference was initiated.

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## TreatmentParms

<b>Events that use the attribute</b>	<ul style="list-style-type: none"> <li>Mandatory: This attribute is not mandatory for any events.</li> <li>Optional: EventTreatmentApplied, EventTreatmentEnd, EventTreatmentNotApplied</li> </ul>
<b>Description</b>	Contains parameters to be used for the treatment.

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## TreatmentType

<b>Events that use the attribute</b>	<ul style="list-style-type: none"> <li>Mandatory: EventTreatmentApplied, EventTreatmentEnd, EventTreatmentNotApplied</li> <li>Optional: This attribute is not optional for any events.</li> </ul>
<b>Description</b>	The type of treatment to be applied to the telephony object in question.

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## UserData

<b>Events that use the attribute</b>	<ul style="list-style-type: none"><li>• Mandatory: This attribute is not mandatory for any events.</li><li>• Optional: EventMuteOff, EventMuteOn, EventOffHook, EventOnHook, EventAbandoned, EventDestinationBusy, EventDialing, EventDiverted, EventEstablished, EventHeld, EventNetworkReached, EventPartyAdded, EventPartyChanged, EventPartyDeleted, EventQueued, EventReleased, EventRetrieved, EventRinging, EventRouteRequest, EventRouteUsed, EventTreatmentApplied, EventTreatmentEnd, EventTreatmentNotApplied</li></ul>
<b>Description</b>	Specifies the pointer to the call-related user data.

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