Voice Microservices Events and Models Reference

Call handling and transfer/conference events

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Contents

Find information about the call handling and transfer/conference events that Voice Microservices produce.

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Call handling and transfer/conference events are stored in the voice-callthread topic.

Voice Microservices support the following call handling and transfer/conference events, which are described on this page. Click the attribute names in the tables below to see fuller descriptions of the attributes.

- EventAbandoned
- EventDestinationBusy
- EventDialing
- EventDiverted
- EventEstablished

- EventHeld
- EventNetworkReached
- EventPartyAdded
- EventPartyChanged
- EventPartyDeleted

- EventQueued
- EventReleased
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- EventRinging

EventAbandoned

The caller abandoned the call before it was answered.

The **PreviousConnID** attribute must appear if the value of **CallType** is Consult.

The **ThisQueue** attribute must appear for an ACD call.

Event attribute	Short description
Event attribute	Short description

"> CallID (mandatory) This attribute contains the call identification provided by the switch, which uniquely identifies a call."> CallState (mandatory) The current status of the call the event relates to."> CallThreadID (mandatory) The call

thread identifier of the call."> CallType (mandatory) The type of call in question."> ConnID (mandatory) A current connection identifier of the call to which this event relates."> id (mandatory) The event name."> Server (mandatory) A unique identifier assigned by Voice Microservices to the connection between a client and Voice Microservices."> 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."> 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)."> ANI (optional) Automatic Number Identification. Indicates the telephony-company charge number."> CallHistory (optional) Information about transferring/routing of the call through a multisite contact center network."> CustomerID (optional) A pointer to the string containing the assigned Customer (Tenant) identifier through which the processing of the call was initiated."> DNIS (optional) The directory number to which the inbound call has been made."> 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."> OtherDNRole (optional) The role of the telephony object specified by **OtherDN** in the event in question."> 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."> OtherQueue (optional) The directory number of the second most significant ACD group with respect to the event in question."> OtherTrunk (optional) The identifier of the second most significant trunk group with respect to the event in question."> PreviousConnID (optional) This attribute links two associated calls."> ThisQueue (optional) The directory number of the most significant ACD group with respect to 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.

EventDestinationBusy

The called party specified by **OtherDN** is busy with another call.

For scenarios initiated with `RequestMakeCall`, the **CallState** attribute might have values that clarify the reason for the destination being busy, for instance `CallStateSitInvalidNum`.

The **PreviousConnID** attribute must be included if the value of **CallType** is `Consult`.

Event attribute	Short description
Event attribute	Short description

"> CallID (mandatory) This attribute contains the call identification provided by the switch, which uniquely identifies a call."> CallThreadID (mandatory) The call thread identifier of the call."> CallType (mandatory) The type of call in question."> ConnID (mandatory) A current connection identifier of the call to which this event relates."> id (mandatory) The event name."> Server (mandatory) A unique identifier assigned by Voice Microservices to the connection between a client and Voice Microservices."> 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."> 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)."> ANI (optional) Automatic Number Identification. Indicates the telephony-company charge number."> CallHistory (optional) Information about transferring/routing of the call through a multisite contact center network."> CallState (optional) The current status of the call the event relates to."> CustomerID (optional) A pointer to the string containing the assigned Customer (Tenant) identifier through which the processing of the call was initiated."> DNIS (optional) The directory number to which the inbound call has been made."> 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."> 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."> OtherQueue (optional) The directory number of the second most significant ACD group with respect to the event in question."> OtherTrunk (optional) The identifier of the second most significant trunk group with respect to the event in question."> PreviousConnID (optional) This attribute links two associated calls."> ThisQueue (optional) The directory number of the most significant ACD group with respect to the event in question."> UserData (optional) Specifies the pointer to the call-related user data.

EventDialing

An attempt to make a call on behalf of the telephony object specified by `ThisDN` is in progress.

CallType can be `Unknown`.

OtherDN is either a dialed number or not present if Voice Microservices have no information about the other party. **OtherDNRole** appears if the attribute **OtherDN** is present.

The **PreviousConnID** attribute must appear if the value of **CallType** is `Consult`.

ThisQueue must appear in predictive dialing and be equal to **ThisDN**.

Event attribute	Short description
Event attribute	Short description

"> CallID (mandatory) This attribute contains the call identification provided by the switch, which uniquely identifies a call."> CallThreadID (mandatory) The call thread identifier of the call."> CallType (mandatory) The type of call in question."> ConnID (mandatory) A current connection identifier of the call to which this event relates."> id (mandatory) The event name."> Server (mandatory) A unique identifier assigned by Voice Microservices to the connection between a client and Voice Microservices."> 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."> 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."> CustomerID (optional) A pointer to the string containing the assigned Customer (Tenant) identifier through which the processing of the call was initiated."> DNIS (optional) The directory number to which the inbound call has been made."> 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."> OtherDNRole (optional) The role of the telephony object specified by **OtherDN** in the event in question."> 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.">
OtherQueue (optional) The directory number of the second most significant ACD
group with respect to the event in question."> OtherTrunk (optional) The
identifier of the second most significant trunk group with respect to the event in
question."> PreviousConnID (optional) This attribute links two associated calls.">
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."> UserData (optional) Specifies the pointer to the call-related user
data.

EventDiverted

The call has been diverted from the queue to another telephony object.

The **PreviousConnID** attribute must be included if the value of **CallType** is `Consult`.

The **ThirdPartyDN** and **ThirdPartyQueue** attributes must be present if the value of **CallState** is
`Redirected`. In all other call scenarios, **ThirdPartyDN** must be present only if such information is
provided by a CTI link.

ThisDN and **ThisQueue** attributes must have equal values.

Event attribute	Short description
Event attribute	Short description

"> CallID (mandatory) This attribute contains the call identification provided by
the switch, which uniquely identifies a call."> CallState (mandatory) The current
status of the call the event relates to."> CallType (mandatory) The type of call in
question."> ConnID (mandatory) A current connection identifier of the call to
which this event relates."> id (mandatory) The event name."> Server
(mandatory) A unique identifier assigned by Voice Microservices to the
connection between a client and Voice Microservices."> 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."> ThisQueue (mandatory) The directory number of the most significant ACD 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."> CollectedDigits (optional) A pointer to the digits that have been collected from the calling party."> 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."> OtherDNRole (optional) The role of the telephony object specified by **OtherDN** in the event in question."> 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."> OtherQueue (optional) The directory number of the second most significant ACD group with respect to the event in question."> OtherTrunk (optional) The identifier of the second most significant trunk group with respect to the event in question."> PreviousConnID (optional) This attribute links two associated calls."> ThirdPartyDNRole (optional) The role of the telephony object specified by **ThirdPartyDN** in the event in question."> ThirdPartyDN (optional) The directory number of the third most significant telephony object (except an ACD group or trunk group) with respect to the event in question."> ThirdPartyQueue (optional) The directory number of the third most significant ACD group with respect to 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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EventEstablished

For the application associated with the calling party: the telephony object specified by **OtherDN** has answered (either the calling party answered or the switch simulated an answer if option `auto-answer` is set on the switch) and the connection has been established. For the application associated with the called party: the call associated with **ConnID** has been established.

The **PreviousConnID** attribute must appear if the value of **CallType** is Consult.

Event attribute	Short description
Event attribute	Short description

"> CallID (mandatory) This attribute contains the call identification provided by the switch, which uniquely identifies a call."> CallThreadID (mandatory) The call thread identifier of the call."> CallType (mandatory) The type of call in question."> ConnID (mandatory) A current connection identifier of the call to which this event relates."> id (mandatory) The event name."> Server (mandatory) A unique identifier assigned by Voice Microservices to the connection between a client and Voice Microservices."> 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."> 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)."> ANI (optional) Automatic Number Identification. Indicates the telephony-company charge number."> CallHistory (optional) Information about transferring/routing of the call through a multisite contact center network."> CallState (optional) The current status of the call the event relates to."> CollectedDigits (optional) A pointer to the digits that have been collected from the calling party."> CustomerID (optional) A pointer to the string containing the assigned Customer (Tenant) identifier through which the processing of the call was initiated."> DNIS (optional) The directory number to which the inbound call has been made."> 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."> OtherDNRole (optional) The role of the telephony object specified by **OtherDN** in the event in question."> 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."> OtherQueue (optional) The directory number of the second most significant ACD group with respect to the event in question."> OtherTrunk (optional) The identifier of the second most significant trunk group with respect to the event in question."> PreviousConnID (optional) This attribute links two associated calls."> 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."> UserData (optional) Specifies the pointer to the call-related user data.

EventHeld

The call has been placed on hold.

The **PreviousConnID** attribute must be included if the value of **CallType** is `Consult`.

Event attribute	Short description
Event attribute	Short description

"> CallID (mandatory) This attribute contains the call identification provided by the switch, which uniquely identifies a call."> CallThreadID (mandatory) The call thread identifier of the call."> CallType (mandatory) The type of call in question."> ConnID (mandatory) A current connection identifier of the call to which this event relates."> id (mandatory) The event name."> Server (mandatory) A unique identifier assigned by Voice Microservices to the connection between a client and Voice Microservices."> 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."> 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)."> ANI (optional) Automatic Number Identification. Indicates the telephony-company charge number."> CallHistory (optional) Information about transferring/routing of the call through a multisite contact center network."> CustomerID (optional) A pointer to the string containing the assigned Customer (Tenant) identifier through which the processing of the call was initiated."> DNIS (optional) The directory number to which the inbound call has been made."> 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."> OtherDNRole (optional) The role of the telephony object specified by **OtherDN** in the event in question."> 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."> OtherQueue (optional) The directory number of the second most significant ACD group with respect to the event in question."> OtherTrunk (optional) The identifier of the second most significant trunk group with respect to the event in question."> PreviousConnID (optional) This attribute links two associated calls."> 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."> UserData (optional) Specifies the pointer to the call-related user data.

EventNetworkReached

The call has reached the public network interface.

The **PreviousConnID** attribute must be included if the value of **CallType** is `Consult`.

Event attribute	Short description
Event attribute	Short description

"> CallID (mandatory) This attribute contains the call identification provided by the switch, which uniquely identifies a call."> CallThreadID (mandatory) The call thread identifier of the call."> CallType (mandatory) The type of call in question."> ConnID (mandatory) A current connection identifier of the call to which this event relates."> id (mandatory) The event name."> Server (mandatory) A unique identifier assigned by Voice Microservices to the connection between a client and Voice Microservices."> 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."> 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)."> ANI (optional) Automatic Number Identification. Indicates the telephony-company charge number."> CallHistory (optional) Information about transferring/routing of the call through a multisite contact center network.">

CustomerID (optional) A pointer to the string containing the assigned Customer (Tenant) identifier through which the processing of the call was initiated."> DNIS (optional) The directory number to which the inbound call has been made."> 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."> OtherDNRole (optional) The role of the telephony object specified by **OtherDN** in the event in question."> 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."> OtherTrunk (optional) The identifier of the second most significant trunk group with respect to the event in question."> PreviousConnID (optional) This attribute links two associated calls."> 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.

EventPartyAdded

One or more parties has been added to the call as a result of a conference.

Voice MCS always distributes EventPartyAdded for every party. If only one party is added (as in the case of a simple conference call), the corresponding telephony object is specified in **OtherDN**. Similarly, if more than one party is added to a call and there are multiple EventPartyAdded messages, one for each party on the consultation call joining the main call, then the corresponding telephony object is specified in **OtherDN**.

The **ThirdPartyDN** and **ThirdPartyDNRole** attributes are not present if the switch does not distribute them to Voice Microservices.

Event attribute	Short description
Event attribute	Short description

"> CallThreadID (mandatory) The call thread identifier of the call."> CallType (mandatory) The type of call in question."> ConnID (mandatory) A current connection identifier of the call to which this event relates."> id (mandatory) The event name."> Server (mandatory) A unique identifier assigned by Voice Microservices to the connection between a client and Voice Microservices.">

ThirdPartyDNRole (mandatory) The role of the telephony object specified by **ThirdPartyDN** in the event in question."> ThirdPartyDN (mandatory) The directory number of the third most significant telephony object (except an ACD group or trunk group) with respect to the event in question."> 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."> 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)."> ANI (optional) Automatic Number Identification. Indicates the telephony-company charge number."> CallHistory (optional) Information about transferring/routing of the call through a multisite contact center network."> CallState (optional) The current status of the call the event relates to."> CustomerID (optional) A pointer to the string containing the assigned Customer (Tenant) identifier through which the processing of the call was initiated."> DNIS (optional) The directory number to which the inbound call has been made."> 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."> OtherDNRole (optional) The role of the telephony object specified by **OtherDN** in the event in question."> 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."> OtherQueue (optional) The directory number of the second most significant ACD group with respect to the event in question."> OtherTrunk (optional) The identifier of the second most significant trunk group with respect to the event in question."> ThisQueue (optional) The directory number of the most significant ACD group with respect to 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.

EventPartyChanged

The telephony object specified by **OtherDN** has replaced the telephony object specified by **OtherDN**

in the previously received event; or the **PreviousConnID** of the call has been given a new value, **ConnID**.

The value of **CallState** can be either `Transferred` or `Conferenced`.

The **OtherDN**, **OtherDNRole**, **OtherTrunk**, **ThirdPartyDNRole** attributes must not appear if the **CallState** is `Conferenced`.

The **ThirdPartyDN** attribute is not present if the switch does not distribute it to Voice Microservices.

Event attribute	Short description
Event attribute	Short description

"> CallID (mandatory) This attribute contains the call identification provided by the switch, which uniquely identifies a call."> CallState (mandatory) The current status of the call the event relates to."> CallThreadID (mandatory) The call thread identifier of the call."> CallType (mandatory) The type of call in question."> ConnID (mandatory) A current connection identifier of the call to which this event relates."> id (mandatory) The event name."> PreviousConnID (mandatory) This attribute links two associated calls."> Server (mandatory) A unique identifier assigned by Voice Microservices to the connection between a client and Voice Microservices."> ThirdPartyDNRole (mandatory) The role of the telephony object specified by **ThirdPartyDN** in the event in question."> ThirdPartyDN (mandatory) The directory number of the third most significant telephony object (except an ACD group or trunk group) with respect to the event in question."> 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."> 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)."> ANI (optional) Automatic Number Identification. Indicates the telephony-company charge number."> CallHistory (optional) Information about transferring/routing of the call through a multisite contact center network."> CustomerID (optional) A pointer to the string containing the assigned Customer (Tenant) identifier through which the processing of the call was initiated."> DNIS (optional) The directory number to which the inbound call has been made."> 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."> OtherDNRole (optional) The role of the telephony object specified by **OtherDN** in the event in question."> 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.">

OtherTrunk (optional) The identifier of the second most significant trunk group with respect to the event in question."> ThisQueue (optional) The directory number of the most significant ACD group with respect to 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.

EventPartyDeleted

The telephony object specified by **OtherDN** has been deleted from the conference call in question.

The **CallState** attribute indicates whether a call is still considered as a conference (that is, the number of parties in the call is more than two).

Event attribute	Short description
Event attribute	Short description

"> CallID (mandatory) This attribute contains the call identification provided by the switch, which uniquely identifies a call."> CallState (mandatory) The current status of the call the event relates to."> CallThreadID (mandatory) The call thread identifier of the call."> CallType (mandatory) The type of call in question."> ConnID (mandatory) A current connection identifier of the call to which this event relates."> id (mandatory) The event name."> Server (mandatory) A unique identifier assigned by Voice Microservices to the connection between a client and Voice Microservices."> 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."> 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)."> ANI (optional) Automatic Number Identification. Indicates the telephony-company charge number."> CallHistory (optional) Information about transferring/routing of the call through a multisite contact center network."> CustomerID (optional) A pointer to the string containing the assigned Customer (Tenant) identifier through which the processing of the call was initiated."> DNIS (optional) The directory number to which the inbound call has been made."> 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."> OtherDNRole (optional) The role of the telephony object specified by **OtherDN** in the event in question."> 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."> OtherQueue (optional) The directory number of the second most significant ACD group with respect to the event in question."> OtherTrunk (optional) The identifier of the second most significant 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."> ThirdPartyDNRole (optional) The role of the telephony object specified by **ThirdPartyDN** in the event in question."> ThirdPartyDN (optional) The directory number of the third most significant telephony object (except an ACD group or trunk group) with respect to the event in question."> ThisQueue (optional) The directory number of the most significant ACD group with respect to 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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EventQueued

The call has been queued in the ACD group specified by **ThisQueue**.

The **PreviousConnID** attribute must be included if the value of **CallType** is Consult.

ThisDN and **ThisQueue** attributes must have equal values.

Event attribute	Short description
Event attribute	Short description

"> CallID (mandatory) This attribute contains the call identification provided by the switch, which uniquely identifies a call."> CallType (mandatory) The type of call in question."> ConnID (mandatory) A current connection identifier of the call

to which this event relates."> id (mandatory) The event name."> Server (mandatory) A unique identifier assigned by Voice Microservices to the connection between a client and Voice Microservices."> 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."> ThisQueue (mandatory) The directory number of the most significant ACD 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)."> ANI (optional) Automatic Number Identification. Indicates the telephony-company charge number."> CallHistory (optional) Information about transferring/routing of the call through a multisite contact center network."> CallState (optional) The current status of the call the event relates to."> CollectedDigits (optional) A pointer to the digits that have been collected from the calling party."> CustomerID (optional) A pointer to the string containing the assigned Customer (Tenant) identifier through which the processing of the call was initiated."> DNIS (optional) The directory number to which the inbound call has been made."> 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."> LastCollectedDigit (optional) The last digit collected from the calling party."> 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."> OtherDNRole (optional) The role of the telephony object specified by **OtherDN** in the event in question."> 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."> OtherQueue (optional) The directory number of the second most significant ACD group with respect to the event in question."> OtherTrunk (optional) The identifier of the second most significant trunk group with respect to the event in question."> PreviousConnID (optional) This attribute links two associated calls."> ThirdPartyDN (optional) The directory number of the third most significant telephony object (except an ACD group or trunk group) with respect to 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.

EventReleased

The telephony object specified by **ThisDN** has disconnected or has been dropped from the call.

The **OtherDN**, **OtherDNRole**, **OtherQueue**, and **OtherTrunk** attributes do not appear if the release is from a conference. In all other call scenarios, the attribute must be present only if such information is provided by a CTI link.

The **PreviousConnID** attribute must be included if the value of **CallType** is Consult.

The appearance of **ThirdPartyDN** depends on the following conditions:

- If information about the new destination is available from the switch at the moment when EventReleased is generated, then **ThirdPartyDN** is mandatory. Or, if Voice Microservices have initiated a single-step transfer, redirection, or previously set the forwarding target, this attribute is also mandatory.

- If a call has gone through a single-step transfer, been redirected, or forwarded by another application (not the Voice Microservices in question), the **ThirdPartyDN** attribute is absent.

Event attribute	Short description
Event attribute	Short description

"> CallID (mandatory) This attribute contains the call identification provided by the switch, which uniquely identifies a call."> CallState (mandatory) The current status of the call the event relates to."> CallThreadID (mandatory) The call thread identifier of the call."> CallType (mandatory) The type of call in question."> ConnID (mandatory) A current connection identifier of the call to which this event relates."> id (mandatory) The event name."> Server (mandatory) A unique identifier assigned by Voice Microservices to the connection between a client and Voice Microservices."> 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."> 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)."> ANI (optional) Automatic Number Identification. Indicates the telephony-company charge number."> CallHistory (optional) Information about transferring/routing of the call through a multisite contact center network."> Cause (optional) For network calls, the reason for transitions to certain states — Routing and NoParty."> CollectedDigits (optional) A pointer to the digits that have been collected from the calling party."> CustomerID (optional) A pointer to the string containing the assigned Customer (Tenant) identifier through which the processing of the call was initiated."> DNIS (optional) The directory number to which the inbound call has been made."> 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."> OtherDNRole (optional) The role of the telephony object specified by **OtherDN** in the event in question."> 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."> OtherQueue (optional) The directory number of the second most significant ACD group with respect to the event in question."> OtherTrunk (optional) The identifier of the second most significant trunk group with respect to the event in question."> PreviousConnID (optional) This attribute links two associated calls."> 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."> ThirdPartyDN (optional) The directory number of the third most significant telephony object (except an ACD group or trunk group) with respect to the event in question."> ThisQueue (optional) The directory number of the most significant ACD group with respect to 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.

EventRetrieved

The call has been retrieved from hold.

In all call scenarios, the **OtherDN**, **OtherDNRole**, **OtherQueue**, and **OtherTrunk** attributes must be present only if the information is provided by a CTI link.

The value for the **ThisDNRole** and **ThisQueue** attributes is the same as that for the events preceding EventRetrieved (EventEstablished and EventRinging) for the same call. For non-ACD calls, **ThisQueue** is not reported.

Event attribute	Short description
Event attribute	Short description

"> CallID (mandatory) This attribute contains the call identification provided by the switch, which uniquely identifies a call."> CallState (mandatory) The current

status of the call the event relates to."> CallThreadID (mandatory) The call thread identifier of the call."> CallType (mandatory) The type of call in question."> ConnID (mandatory) A current connection identifier of the call to which this event relates."> id (mandatory) The event name."> Server (mandatory) A unique identifier assigned by Voice Microservices to the connection between a client and Voice Microservices."> 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."> 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)."> ANI (optional) Automatic Number Identification. Indicates the telephony-company charge number."> CallHistory (optional) Information about transferring/routing of the call through a multisite contact center network."> CustomerID (optional) A pointer to the string containing the assigned Customer (Tenant) identifier through which the processing of the call was initiated."> DNIS (optional) The directory number to which the inbound call has been made."> 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."> OtherDNRole (optional) The role of the telephony object specified by **OtherDN** in the event in question."> 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."> OtherQueue (optional) The directory number of the second most significant ACD group with respect to the event in question."> OtherTrunk (optional) The identifier of the second most significant 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."> ThisQueue (optional) The directory number of the most significant ACD group with respect to 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.

EventRinging

A call has been delivered to the telephony object specified by **ThisDN**.

The **PreviousConnID** attribute must appear if the value of **CallType** is Consult.

The **ThisQueue** attribute must appear for an ACD call.

Event attribute	Short description
Event attribute	Short description

"> CallID (mandatory) This attribute contains the call identification provided by the switch, which uniquely identifies a call."> CallState (mandatory) The current status of the call the event relates to."> CallThreadID (mandatory) The call thread identifier of the call."> CallType (mandatory) The type of call in question."> ConnID (mandatory) A current connection identifier of the call to which this event relates."> id (mandatory) The event name."> Server (mandatory) A unique identifier assigned by Voice Microservices to the connection between a client and Voice Microservices."> 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."> 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)."> ANI (optional) Automatic Number Identification. Indicates the telephony-company charge number."> CallHistory (optional) Information about transferring/routing of the call through a multisite contact center network."> Cause (optional) For network calls, the reason for transitions to certain states — Routing and NoParty."> CollectedDigits (optional) A pointer to the digits that have been collected from the calling party."> CustomerID (optional) A pointer to the string containing the assigned Customer (Tenant) identifier through which the processing of the call was initiated."> DNIS (optional) The directory number to which the inbound call has been made."> 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."> OtherDNRole (optional) The role of the telephony object specified by **OtherDN** in the event in question."> 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."> OtherQueue (optional) The directory number of the second most significant ACD group with respect to the event in question."> OtherTrunk (optional) The identifier of the

second most significant trunk group with respect to the event in question.">
PreviousConnID (optional) This attribute links two associated calls."> 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."> ThirdPartyDN (optional) The
directory number of the third most significant telephony object (except an ACD
group or trunk group) with respect to the event in question."> ThisQueue
(optional) The directory number of the most significant ACD group with respect
to the event in question."> UserData (optional) Specifies the pointer to the call-
related user data.