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Voice Microservices Events and Models Reference

Call routing events

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Find information about the call routing events that Voice Microservices produce.

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Call routing events are stored in the voice-callthread topic.

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

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EventRouteRequest

The call has been placed on the routing point specified by **ThisDN**, and the switch is waiting for routing instructions.

The **PreviousConnID** attribute must appear if a call with **CallType**=Consult has been placed on a routing point.

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."> 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."> 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."> 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.

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EventRouteUsed

The call has been routed as requested in the function `TRouteCall()` or has been default routed by the switch after the routing timeout has expired (that is, there was no routing instruction from the computer domain within the specified timeout).

The **ThirdPartyDN** attribute specifies the destination DN or dialing number. It is:

- Mandatory if routing was done by Voice Microservices.
- Absent if the call was rejected. Optional in other cases.

For the EventRouteUsed event, **ThirdPartyDNRole**=Destination.

The **OtherDN** attribute is used to specify the target party when the forward feature is in progress.

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."> 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."> 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."> 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."> 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."> 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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