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Voice Microservices Events and Models Reference

Call treatment events

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

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

Voice Microservices support the following call treatment 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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EventTreatmentApplied

The call has been treated and the Treatment Device (TD) is processing the treatment instruction.

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."> CustomerID (mandatory) A pointer to the string containing the assigned Customer (Tenant) identifier through which the processing of the call was initiated."> Extensions (mandatory) 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."> 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)."> TreatmentType (mandatory) The type of treatment to be applied to the telephony object in question."> NetworkCallID (optional) In the case of network routing, the call identifier assigned by the switch where the call initially arrived."> NetworkNodeID (optional) In the case of network routing, the identifier of the switch where the call initially arrived."> Reasons (optional) A pointer to an additional data structure that provides reasons for and results of actions taken by the user of ThisDN."> ReferenceID (optional) (Use is internal to Voice Microservices.) **ReferenceID** is the identifier generated by Voice Microservices or a TSetReferenceID() function call and attached to the request a client sends to Voice Microservices."> TransferConnID (optional) Contains the **ConnID** of the call for which transfer or conference was initiated."> TreatmentParms (optional) Contains parameters to be used for the treatment."> UserData (optional) Specifies the pointer to the call-related user data.

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EventTreatmentEnd

The call has been treated and the Treatment Device (TD) is waiting for another instruction.

This event does not appear in cases of continuing treatments like Silence or RingBack.

The **CollectedDigits** and **LastCollectedDigit** attributes are present if **TreatmentType** is either CollectDigits or PlayAnnouncementAndCollectDigits.

The following key-value pairs are set for all treatment types:

- For all treatment types where an announcement was played, INTERRUPTED is set to:
 - NO, if the announcement was not interrupted.
 - KEYPAD, if it was interrupted by keypad entry.
 - VOICE, if it was interrupted by the caller speaking something.
- For all treatment types where digits are to be collected from the caller, COMPLETION_STATUS is set to:
 - NORMAL, if the treatment completed normally (optional).
 - TIMEOUT, if the digit collection timed out before all required digits could be collected.
 - CANCELLED, if the treatment was cancelled by a request from router.

- For **TreatmentType**=DigitsVerification only, the following key-value pairs apply:
 - VERIFICATION_STATUS (the result of digits verification) is set to 1 if verification succeed, 0 if it did not.
 - ATTEMPTS is set to the number of digit-collection attempts made.
- For **TreatmentType**=RecordUserAnnouncement, the following key-value pair applies:
 - USER_ANN_ID is set to the message identifier, an integer, recorded by the user specified with USER_ID.

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EventTreatmentNotApplied

The call has not been treated for some reason. The reason is returned in **ErrorCode** and **ErrorMessage** parameters.

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."> CustomerID (mandatory) A pointer to the string containing the assigned Customer (Tenant) identifier through which the processing of the call was initiated."> ErrorCode (mandatory) This attribute contains a value that indicates why a client request failed."> id (mandatory) The event name."> ReferenceID (mandatory) (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."> Server (mandatory) A unique identifier assigned by Voice Microservices to the connection between a client and Voice Microservices."> ThisDN (mandatory) The directory number of the most significant telephony object (except an ACD group or trunk group) with respect to the event in question."> time (mandatory) The structure specifies event generation time that is expressed in elapsed seconds and microseconds since 00:00 GMT, January 1, 1970 (zero hour)."> TreatmentType (mandatory) The type of treatment to be applied to the telephony object in question."> ErrorMessage (optional) A pointer to the character string containing additional information about an error."> Extensions (optional) A pointer to an additional data structure that takes into account switch-specific features that cannot be described by the other parameters in an event or a request."> NetworkCallID (optional) In the case of network routing, the call identifier assigned by the switch where the call initially arrived."> NetworkNodeID (optional) In the case of network routing, the identifier of the switch where the call initially arrived."> Reasons (optional) A pointer to an additional data structure that provides reasons for and results of actions taken by the user of ThisDN."> TransferConnID (optional) Contains the **ConnID** of the call for which transfer or conference was initiated."> TreatmentParms (optional) Contains parameters to be used for the treatment."> UserData (optional) Specifies the pointer to the call-related user data.

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