

# **GENESYS**

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## Voice Microservices Events and Models Reference

Handling user data

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Learn how user data is handled in Voice Microservices.

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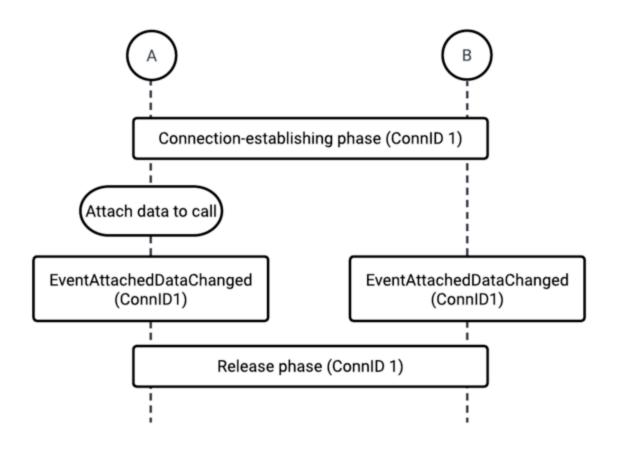
• For private edition

Voice Microservices support the scenarios described on this page. User data events are <u>not</u> produced to Kafka. User data attached to a call is available in call-related events.

### Attaching or updating user data to internal call

The following diagram and table describe attaching/updating user data to an internal call.

For simplicity, the following example uses ConnID 1, however – in actual events – the ConnID displays as ConnID>@metainformation>.

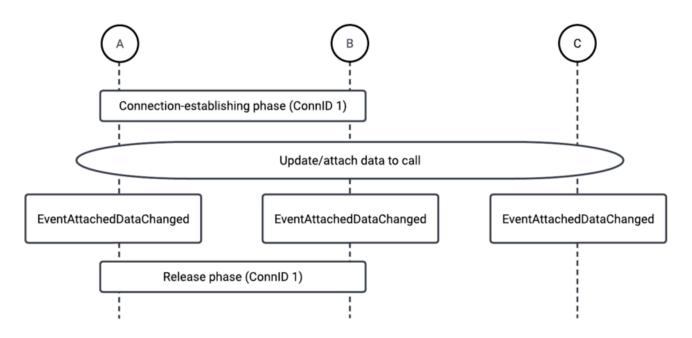


Party A	Party B	
Call-establishing phase (ConnID 1)		
Attach user data to a call (TUpdateUserData)		
EventAttachedDataChanged:	EventAttachedDataChanged:	
ConnID 1 ThisDN A ThirdPartyDN A	ConnID 1 ThisDN B ThirdPartyDN A	
Release phase (ConnID 1)		

## Attaching or updating user data to call by third party

The following diagram and table describe attaching/updating user data to a call by a third party.

For simplicity, the following example uses ConnID 1, however – in actual events – the ConnID displays as ConnID>@metainformation>.



Party A	Party B	Party C	
Call-establishing phase (ConnID 1)			
		Attach user data to a call (TUpdateUserData)	
EventAttachedDataChanged:  ConnID 1 ThisDN A ThirdPartyDN C	EventAttachedDataChanged:  ConnID 1 ThisDN B ThirdPartyDN C	EventAttachedDataChanged:  ConnID 1 ThirdPartyDN C	
Release phase (ConnID 1)			