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# Voice Microservices Events and Models Reference

Holding, transferring, and conferencing

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Learn about the functions and events related to placing calls on hold, transferring calls, and creating conference calls.

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For simplicity, the examples on this page use abbreviated attribute values. For example, ConnID **1**, which – in actual events – displays as ConnID>@metainformation>.

The following comments and abbreviations are used in the call models:

- OPT—Optional.
- DIAL—Might be a dialed number or is not present if Voice Microservices have no information about the other party.

## Hold/Retrieve function, consulted party answers

Party A	Party B	Party C
Call-establishing phase (ConnID 1)		
	<b>Hold (THoldCall)</b>	
	EventHeld  ConnID <b>1</b> ThisDN <b>B</b> OtherDN <b>A</b>	
	<b>Make call to C (Consultation) (TMakeCall)</b>	
Call-establishing phase (ConnID 2)		
Release phase (ConnID 2)		
	<b>Retrieve call from A (TRetrieveCall)</b>	
	EventRetrieved <sup>a</sup>	

	ConnID <b>1</b> ThisDN <b>B</b> OtherDN <b>A</b> CallState <b>OK</b>	
<b>Release phase (ConnID 1)</b>		

a. With EventRetrieved, the values for attributes **ThisDNRole** and **ThisQueue** are the same as those for the attributes of the same names, if any, in the events preceding EventRetrieved (EventEstablished and EvenRinging). For non-ACD calls, however, **ThisQueue** is not reported.

## Abnormal call flow

Interruption point	Party A	Party B
*	EventReleased  ConnID <b>1</b> ThisDN <b>A</b> OtherDN <b>B</b> CallState <b>OK</b>	EventReleased  ConnID <b>1</b> ThisDN <b>B</b> OtherDN <b>A</b> CallState <b>OK</b>
**	EventReleased  ConnID <b>1</b> ThisDN <b>A</b> OtherDN <b>B</b> CallState <b>OK</b>	EventReleased  ConnID <b>1</b> ThisDN <b>B</b> OtherDN <b>A</b> CallState <b>OK</b>
***	EventReleased  ConnID <b>1</b> ThisDN <b>A</b> OtherDN <b>B</b> CallState <b>OK</b>	EventReleased  ConnID <b>1</b> ThisDN <b>B</b> OtherDN <b>A</b> CallState <b>OK</b>

## Hold/Retrieve function, consulted party does not answer

Party A	Party B	Party C
<b>Call-establishing phase (ConnID 1)</b>		
	<b>Hold (THoldCall)</b>	
	EventHeld  ConnID <b>1</b> ThisDN <b>B</b> OtherDN <b>A</b>	
<b>Unsuccessful internal call (party does not answer) (ConnID 2)</b>		
	<b>Retrieve call from A (TRetrieveCall)</b>	

	<b>EventRetrieved<sup>a</sup></b>  ConnID <b>1</b> ThisDN <b>B</b> OtherDN <b>A</b> CallState <b>OK</b>	
<b>Release phase (ConnID 1)</b>		

a. With EventRetrieved, the values for attributes **ThisDNRole** and **ThisQueue** are the same as those for the attributes of the same names, if any, in the events preceding EventRetrieved (EventEstablished and EvenRinging). For non-ACD calls, however, **ThisQueue** is not reported.

## Abnormal call flow

Interruption point	Party A	Party B
*	<b>EventReleased</b>  ConnID <b>1</b> ThisDN <b>A</b> OtherDN <b>B</b> CallState <b>OK</b>	<b>EventReleased</b>  ConnID <b>1</b> ThisDN <b>B</b> OtherDN <b>A</b> CallState <b>OK</b>
**	<b>EventReleased</b>  ConnID <b>1</b> ThisDN <b>A</b> OtherDN <b>B</b> CallState <b>OK</b>	<b>EventReleased</b>  ConnID <b>1</b> ThisDN <b>B</b> OtherDN <b>A</b> CallState <b>OK</b>

## Single-step transfer

Party A	Party B	Party C
<b>Call-establishing phase (ConnID 1)</b>		
<b>Single-step transfer to C (TSingleStepTransfer)</b>		
<b>EventPartyChanged</b> ConnID <b>1</b> PreviousConnID <b>1</b> ThisDN <b>A</b> OtherDN <b>C</b> ThirdPartyDN <b>B</b> ThirdPartyDNRole <b>TransferredBy</b> CallState <b>Transferred</b>	<b>EventReleased</b>  ConnID <b>1</b> ThisDN <b>B</b> ThirdPartyDN <b>C</b> OtherDN <b>A</b> CallState <b>Transferred</b> Cause <b>1stepTransfer</b>	<b>EventRinging</b> ConnID <b>1</b> ThisDN <b>C</b> OtherDN <b>A</b> ThirdPartyDN <b>B</b> ThirdPartyDNRole <b>TransferredBy</b> CallState <b>Transferred</b>
		<b>Answer (TAnswerCall)</b>

		EventEstablished  ConnID <b>1</b> ThisDN <b>C</b> OtherDN <b>A</b>
--	--	--

## Abnormal call flow

Interruption point	Party A	Party B	Party C
*	EventReleased  ConnID <b>1</b> ThisDN <b>A</b> OtherDN <b>C</b> CallState <b>OK</b>		
**	EventReleased  ConnID <b>1</b> ThisDN <b>A</b> OtherDN <b>C</b> CallState <b>OK</b>		EventAbandoned  ConnID <b>1</b> ThisDN <b>C</b> OtherDN <b>A</b> CallState <b>OK</b>

## Single-step transfer (outbound)

Party A	Party B	Party C
Call-establishing phase (ConnID 1)		
	Single-step transfer to C (TSingleStepTransfer)	
EventPartyChanged  ConnID <b>1</b> PreviousConnID <b>1</b> ThisDN <b>A</b> OtherDN <b>C</b> ThirdPartyDN <b>B</b> ThirdPartyDNRole <b>TransferredBy</b> CallState <b>Transferred</b>  EventNetworkReached ConnID <b>1</b> ThisDN <b>A</b> OtherDN <b>C</b> *DIAL OtherDNRole <b>Destination</b> *DIAL	EventReleased  ConnID <b>1</b> ThisDN <b>B</b> ThirdPartyDN <b>C</b> OtherDN <b>A</b> CallState <b>Transferred</b> Cause <b>1stepTransfer</b>	EventRinging ConnID <b>1</b> ThisDN <b>C</b> OtherDN <b>A</b> ThirdPartyDN <b>B</b> ThirdPartyDNRole <b>TransferredBy</b> CallState <b>Transferred</b>
		Answer (TAnswerCall)
		EventEstablished  ConnID <b>1</b> ThisDN <b>C</b> OtherDN <b>A</b>

## Abnormal call flow

Interruption point	Party A	Party B	Party C
*	EventReleased  ConnID <b>1</b> ThisDN <b>A</b> OtherDN <b>C</b> CallState <b>OK</b>		
**	EventReleased  ConnID <b>1</b> ThisDN <b>A</b> OtherDN <b>C</b> CallState <b>OK</b>		EventAbandoned  ConnID <b>1</b> ThisDN <b>C</b> OtherDN <b>A</b> CallState <b>OK</b>

## Mute transfer

Party A	Party B	Party C
Call-establishing phase (ConnID 1)		
	Mute transfer to C (TMuteTransfer*)	
	EventHeld  ConnID <b>1</b> ThisDN <b>B</b> OtherDN <b>A</b>	
	EventDialing  ConnID <b>2</b> ThisDN <b>B</b> ThisDNRole <b>Origination</b> OtherDN <b>C</b> OtherDNRole <b>Destination</b>	EventRinging  ConnID <b>2</b> ThisDN <b>C</b> ThisDNRole <b>Destination</b> OtherDN <b>B</b> OtherDNRole <b>Origination</b> CallState <b>OK</b>
EventPartyChanged  ConnID <b>1</b> PreviousConnID <b>1</b> ThisDN <b>A</b> OtherDN <b>C</b> ThirdPartyDN <b>B</b> ThirdPartyDNRole <b>TransferredBy</b> CallState <b>Transferred</b>	EventReleased  ConnID <b>1</b> ThisDN <b>B</b> OtherDN <b>A</b> CallState <b>Transferred</b>  EventReleased ConnID <b>2</b> ThisDN <b>B</b> ThisDNRole <b>Origination</b> OtherDN <b>C</b> OtherDNRole <b>Destination</b> CallState <b>Transferred</b>	EventPartyChanged  ConnID <b>1</b> PreviousConnID <b>2</b> ThisDN <b>C</b> OtherDN <b>A</b> ThirdPartyDN <b>B</b> ThirdPartyDNRole <b>TransferredBy</b> CallState <b>Transferred</b>

		<b>Answer (TAnswerCall)</b>
		EventEstablished  ConnID <b>1</b> ThisDN <b>C</b> OtherDN <b>A</b>
<b>Release phase (ConnID 1)</b>		

## Abnormal call flow

Interruption point	Party A	Party B	Party C
*	EventReleased  ConnID <b>1</b> ThisDN <b>A</b> OtherDN <b>B</b> CallState <b>OK</b>	EventReleased  ConnID <b>1</b> ThisDN <b>B</b> OtherDN <b>A</b> CallState <b>OK</b>	
**	EventReleased  ConnID <b>1</b> ThisDN <b>A</b> OtherDN <b>C</b> CallState <b>OK</b>	EventReleased  ConnID <b>1</b> ThisDN <b>B</b> OtherDN <b>A</b> CallState <b>OK</b>  EventReleased ConnID <b>2</b> ThisDN <b>B</b> OtherDN <b>C</b> CallState <b>OK</b>	EventAbandoned  ConnID <b>2</b> ThisDN <b>C</b> OtherDN <b>B</b> CallState <b>OK</b>
***	EventReleased  ConnID <b>1</b> ThisDN <b>B</b> OtherDN <b>C</b> CallState <b>OK</b>		EventAbandoned  ConnID <b>1</b> ThisDN <b>C</b> OtherDN <b>B</b> CallState <b>OK</b>

## Two-step transfer: complete after consulted party answers

Party A	Party B	Party C
<b>Call-establishing phase (ConnID 1)</b>		
	<b>Hold (TInitiateTransfer*)</b>	
	EventHeld  ConnID <b>1</b> ThisDN <b>B</b> OtherDN <b>A</b>	
	<b>Consultation call to C (TInitiateTransfer continues)</b>	



Call-establishing phase (ConnID 2)		
	<b>Transfer held call to C (TCompleteTransfer)</b>	
EventPartyChanged  ConnID <b>1</b> PreviousConnID <b>1</b> ThisDN <b>A</b> OtherDN <b>C</b> ThirdPartyDN <b>B</b> ThirdPartyDNRole <b>TransferredBy</b> CallState <b>Transferred</b>	EventReleased  ConnID <b>1</b> ThisDN <b>B</b> OtherDN <b>A</b> CallState <b>Transferred</b>  EventReleased ConnID <b>2</b> ThisDN <b>B</b> OtherDN <b>C</b> CallState <b>Transferred</b>	EventPartyChanged  ConnID <b>1</b> PreviousConnID <b>2</b> ThisDN <b>C</b> OtherDN <b>A</b> ThirdPartyDN <b>B</b> ThirdPartyDNRole <b>TransferredBy</b> CallState <b>Transferred</b>
Release phase (ConnID 1)		

## Abnormal call flow

Interruption point	Party A	Party B	Party C
*	EventReleased  ConnID <b>1</b> ThisDN <b>A</b> OtherDN <b>B</b> CallState <b>OK</b>	EventReleased  ConnID <b>1</b> ThisDN <b>B</b> OtherDN <b>A</b> CallState <b>OK</b>	
**	EventReleased  ConnID <b>1</b> ThisDN <b>A</b> OtherDN <b>B</b> CallState <b>OK</b>	EventReleased  ConnID <b>1</b> ThisDN <b>B</b> OtherDN <b>A</b> CallState <b>OK</b>  EventReleased ConnID <b>2</b> ThisDN <b>B</b> OtherDN <b>C</b> CallState <b>OK</b>	EventAbandoned  ConnID <b>2</b> ThisDN <b>C</b> OtherDN <b>B</b> CallState <b>OK</b>

## Two-step transfer: complete before consulted party answers (blind)

Party A	Party B	Party C
Call-establishing phase (ConnID 1)		
	<b>Hold (TInitiateTransfer)</b>	
	EventHeld	

	ConnID <b>1</b> ThisDN <b>B</b> OtherDN <b>A</b>	
	<b>Consultation call to C (TInitiateTransfer continues)</b>	
	EventDialing  ConnID <b>2</b> ThisDN <b>B</b> ThisDNRole <b>Origination</b> OtherDN <b>C</b> *DIAL OtherDNRole <b>Destination</b> *DIAL	EventRinging  ConnID <b>2</b> ThisDN <b>C</b> ThisDNRole <b>Destination</b> OtherDN <b>B</b> OtherDNRole <b>Origination</b> CallState <b>OK</b>
	<b>Transfer held call to C (TCompleteTransfer)</b>	
EventPartyChanged  ConnID <b>1</b> PreviousConnID <b>1</b> ThisDN <b>A</b> OtherDN <b>C</b> ThirdPartyDN <b>B</b> ThirdPartyDNRole <b>TransferredBy</b> CallState <b>Transferred</b>	EventReleased  ConnID <b>1</b> ThisDN <b>B</b> OtherDN <b>A</b> CallState <b>Transferred</b>  EventReleased ConnID <b>2</b> ThisDN <b>B</b> OtherDN <b>C</b> CallState <b>Transferred</b>	EventPartyChanged  ConnID <b>1</b> PreviousConnID <b>2</b> ThisDN <b>C</b> OtherDN <b>A</b> ThirdPartyDN <b>B</b> ThirdPartyDNRole <b>TransferredBy</b> CallState <b>Transferred</b>
		<b>Answer (TAnswerCall)</b>
		EventEstablished  ConnID <b>1</b> ThisDN <b>C</b> OtherDN <b>A</b>
<b>Release phase (ConnID 1)</b>		

If a call appears on the terminating party after transfer completion, the **ConnID** field of EventRinging is equal to the connection ID of the original call (ConnID 1), and EventPartyChanged is not generated.

## Abnormal call flow

Interruption point	Party A	Party B	Party C
*	EventReleased  ConnID <b>1</b> ThisDN <b>A</b> OtherDN <b>B</b> CallState <b>OK</b>	EventReleased  ConnID <b>1</b> ThisDN <b>B</b> OtherDN <b>A</b> CallState <b>OK</b>	
**	EventReleased	EventReleased	EventAbandoned

	ConnID <b>1</b> ThisDN <b>A</b> OtherDN <b>B</b> CallState <b>OK</b>	ConnID <b>1</b> ThisDN <b>B</b> OtherDN <b>A</b> CallState <b>OK</b>  EventReleased ConnID <b>2</b> ThisDN <b>B</b> OtherDN <b>C</b> CallState <b>OK</b>	ConnID <b>2</b> ThisDN <b>C</b> OtherDN <b>B</b> CallState <b>OK</b>
***	EventReleased  ConnID <b>1</b> ThisDN <b>A</b> OtherDN <b>C</b> CallState <b>OK</b>		EventAbandoned  ConnID <b>1</b> ThisDN <b>C</b> OtherDN <b>A</b> CallState <b>OK</b>

## Two-step transfer to ACD

Two-step transfer to ACD means that a call is waiting in a queue, and the transfer completed before any ACD agent is available to receive the call.

The following table describes a two-step transfer to ACD.

Party A	Party B	Party C (ACD)	Party D
<b>Call-establishing phase (ConnID 1)</b>			
	<b>Hold (TInitiateTransfer)</b>		
	EventHeld  ConnID <b>1</b> ThisDN <b>B</b> OtherDN <b>A</b>		
	<b>Consultation call to C (TInitiateTransfer continues)</b>		
	EventDialing  ConnID <b>2</b> ThisDN <b>B</b> OtherDN <b>C</b> *DIAL	EventQueued  ConnID <b>2</b> ThisDN <b>C</b> ThisQueue <b>C</b> OtherDN <b>B</b>	
	<b>Transfer held call to C (TCompleteTransfer)</b>		
EventPartyChanged  ConnID <b>1</b> PreviousConnID <b>1</b> ThisDN <b>A</b> OtherDN <b>C</b>	EventReleased  ConnID <b>2</b> ThisDN <b>B</b> ThisDNRole <b>Origination</b> OtherDN <b>C</b>	EventPartyChanged  ConnID <b>1</b> PreviousConnID <b>2</b> ThisDN <b>C</b> ThisQueue <b>C</b>	

ThirdPartyDN <b>B</b> ThirdPartyDNRole <b>TransferredBy</b> CallState <b>Transferred</b>	OtherDNRole <b>Destination</b> CallState <b>Transferred</b>  EventReleased ConnID <b>1</b> ThisDN <b>B</b> OtherDN <b>A</b> CallState <b>Transferred</b>	OtherDN <b>A</b> ThirdPartyDN <b>B</b> ThirdPartyDNRole <b>TransferredBy</b> CallState <b>Transferred</b>	
		<b>Diverts call to D</b>	
		EventDiverted  ConnID <b>1</b> ThisDN <b>C</b> OtherDN <b>A</b> ThirdPartyDN <b>C</b> *OPT ThirdPartyDNRole <b>Destination</b> *OPT	EventRinging  ConnID <b>1</b> ThisDN <b>D</b> ThisQueue <b>C</b> OtherDN <b>A</b> CallState <b>OK</b>
			<b>Answer (TAnswerCall)</b>
			EventEstablished  ConnID <b>1</b> ThisDN <b>D</b> ThisQueue <b>C</b> OtherDN <b>A</b> CallState <b>OK</b>
<b>Release phase (ConnID 1)</b>			

If a call transfer is completed before it is put in an ACD queue, an EventPartyChanged is not generated.

## Abnormal call flow

Interruption point	Party A	Party B	Party C	Party D
*	EventReleased  ConnID <b>1</b> ThisDN <b>A</b> OtherDN <b>B</b> CallState <b>OK</b>	EventReleased  ConnID <b>1</b> ThisDN <b>B</b> OtherDN <b>A</b> CallState <b>OK</b>		
**	EventReleased  ConnID <b>1</b> ThisDN <b>A</b> OtherDN <b>B</b> CallState <b>OK</b>	EventReleased  ConnID <b>1</b> ThisDN <b>B</b> OtherDN <b>A</b> CallState <b>OK</b>  EventReleased ConnID <b>2</b> ThisDN <b>B</b> OtherDN <b>C</b> CallState <b>OK</b>	EventAbandoned  ConnID <b>2</b> ThisDN <b>C</b> OtherDN <b>B</b> CallState <b>OK</b>	
***	EventReleased			EventAbandoned

	ConnID <b>1</b> ThisDN <b>A</b> OtherDN <b>D</b> CallState <b>OK</b>			ConnID <b>1</b> ThisDN <b>D</b> OtherDN <b>A</b> CallState <b>OK</b>
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## Two-step transfer to a Routing Point

Party A	Party B	Party C (ACD)	Party D
<b>Call-establishing phase (ConnID 1)</b>			
	<b>Hold (TInitiateTransfer)</b>		
	EventHeld  ConnID <b>1</b> ThisDN <b>B</b> OtherDN <b>A</b>		
	<b>Consultation call to C (TInitiateTransfer continues)</b>		
	EventDialing  ConnID <b>2</b> ThisDN <b>B</b> ThisDNRole <b>Origination</b> OtherDN <b>C</b> <sup>*DIAL</sup> OtherDNRole <b>Destination</b> CallType <b>Consult</b>	EventRouteRequest  ConnID <b>2</b> ThisDN <b>C</b> ThisDNRole <b>Destination</b> OtherDN <b>B</b> OtherDNRole <b>Origination</b>	
	<b>Transfer held call to C (TCompleteTransfer)</b>		
EventPartyChanged  ConnID <b>1</b> PreviousConnID <b>1</b> ThisDN <b>A</b> ThisDNRole <b>Origination</b> <sup>a</sup> OtherDN <b>C</b> ThirdPartyDN <b>B</b> ThirdPartyDNRole <b>TransferredBy</b> CallState <b>Transferred</b>	EventReleased  ConnID <b>2</b> ThisDN <b>B</b> ThisDNRole <b>Origination</b> OtherDN <b>C</b> OtherDNRole <b>Destination</b> CallState <b>Transferred</b>  EventReleased ConnID <b>1</b> ThisDN <b>B</b> ThisDNRole <b>Destination</b> OtherDN <b>A</b> CallState <b>Transferred</b>	EventPartyChanged  ConnID <b>1</b> PreviousConnID <b>2</b> ThisDN <b>C</b> OtherDN <b>A</b> ThirdPartyDN <b>B</b> ThirdPartyDNRole <b>TransferredBy</b> CallState <b>Transferred</b>	
		<b>Diverts call to D</b>	
		EventRouteUsed  ConnID <b>1</b> ThisDN <b>C</b> OtherDN <b>A</b>	EventRinging  ConnID <b>1</b> ThisDN <b>D</b> OtherDN <b>A</b> CallState <b>OK</b>

		ThirdPartyDN <b>D</b> *OPT	
			<b>Answer (TAnswerCall)</b>
			EventEstablished  ConnID <b>1</b> ThisDN <b>D</b> OtherDN <b>A</b>
<b>Release phase (ConnID 1)</b>			

a. **ThisDNRole** must be Destination if party B is the call originator.

## Abnormal call flow

Interruption point	Party A	Party B	Party C	Party D
*	EventReleased  ConnID <b>1</b> ThisDN <b>A</b> OtherDN <b>B</b> CallState <b>OK</b>	EventReleased  ConnID <b>1</b> ThisDN <b>B</b> OtherDN <b>A</b> CallState <b>OK</b>		
**	EventReleased  ConnID <b>1</b> ThisDN <b>A</b> OtherDN <b>B</b> CallState <b>OK</b>	EventReleased  ConnID <b>1</b> ThisDN <b>B</b> OtherDN <b>A</b> CallState <b>OK</b>  EventReleased ConnID <b>2</b> ThisDN <b>B</b> OtherDN <b>C</b> CallState <b>OK</b>	EventAbandoned  ConnID <b>2</b> ThisDN <b>C</b> OtherDN <b>B</b> CallState <b>OK</b>	
***	EventReleased  ConnID <b>1</b> ThisDN <b>A</b> OtherDN <b>C</b> CallState <b>OK</b>		EventAbandoned  ConnID <b>1</b> ThisDN <b>C</b> OtherDN <b>A</b> CallState <b>OK</b>	
****	EventReleased  ConnID <b>1</b> ThisDN <b>A</b> OtherDN <b>D</b> CallState <b>OK</b>			EventAbandoned  ConnID <b>1</b> ThisDN <b>D</b> OtherDN <b>A</b> CallState <b>OK</b>

## Single-step conference

Party A	Party B	Party C

Call-establishing phase (ConnID 1)		
	<b>TSingleStepConference</b>	
EventPartyAdded  ConnID <b>1</b> ThisDN <b>A</b> OtherDN <b>C</b> ThirdPartyDN <b>B</b> <sup>a</sup>	EventPartyAdded  ConnID <b>1</b> ThisDN <b>B</b> OtherDN <b>C</b> ThirdPartyDN <b>B</b> <sup>a</sup>	EventRinging  ConnID <b>1</b> ThisDN <b>C</b> ThisDNRole <b>ConferenceMember</b> CallState <b>OK</b>
		EventEstablished  ConnID <b>1</b> ThisDN <b>C</b> ThisDNRole <b>ConferenceMember</b> CallState <b>Conferenced</b>
Release from conference phase		
Release phase (ConnID 1)		

a. **ThirdPartyDN** has a value of C if Party C initiates the request for a conference.

## Conference

Party A	Party B	Party C
Call-establishing phase (ConnID 1)		
	<b>Hold</b>	
	EventHeld  ConnID <b>1</b> ThisDN <b>B</b> ThisDNRole <b>Previous Role of DN</b> OtherDN <b>A</b> OtherDNRole <b>Previous Role of DN</b>	
	<b>Consultation call to C</b>	
Call-establishing phase (ConnID 2)		
	<b>Conference</b>	
	EventReleased  ConnID <b>2</b> ThisDN <b>B</b> OtherDN <b>C</b> CallState <b>Conferenced</b>  EventRetrieved <sup>a</sup> ConnID <b>1</b> ThisDN <b>B</b> OtherDN <b>A</b> CallState <b>Conferenced</b>	

EventPartyAdded ConnID <b>1</b> ThisDN <b>A</b> OtherDN <b>C</b> ThirdPartyDN <b>B</b> ThirdPartyDNRole <b>AddedBy</b> CallState <b>Conferenced</b>	EventPartyAdded ConnID <b>1</b> ThisDN <b>B</b> OtherDN <sup>b</sup> <b>C</b> OtherDNRole <b>NewParty</b> ThirdPartyDN <b>B</b> ThirdPartyDNRole <b>AddedBy</b> CallState <b>Conferenced</b>	EventPartyChanged ConnID <b>1</b> PreviousConnID <b>2</b> ThisDN <b>C</b> ThirdPartyDN <b>B</b> ThirdPartyDNRole <b>ConferencedBy</b> CallState <b>Conferenced</b>
Release from conference phase		
Release phase (ConnID 1)		

- a. With EventRetrieved, the values for attributes **ThisDNRole** and **ThisQueue** are the same as those for the attributes of the same names, if any, in the events preceding EventRetrieved (EventEstablished and EventRinging). For non-ACD calls, however, **ThisQueue** is not reported.
- b. If only one party is added (as in the case of a simple conference call), the corresponding telephony object is specified in **OtherDN**. If more than one party is added, then the corresponding telephony objects are specified in **Extensions**.

## Abnormal call flow

Interruption point	Party A	Party B
*	EventReleased  ConnID <b>1</b> ThisDN <b>A</b> OtherDN <b>B</b> CallState <b>OK</b>	EventReleased  ConnID <b>1</b> ThisDN <b>B</b> OtherDN <b>A</b> CallState <b>OK</b>

## Blind conference (complete before consulted party answers)

Party A	Party B	Party C
Call-establishing phase (ConnID 1)		
	<b>Hold</b>	
	EventHeld  ConnID <b>1</b> ThisDN <b>B</b> OtherDN <b>A</b>	
	<b>Consultation call to C</b>	
	EventDialing  ConnID <b>2</b> ThisDN <b>B</b> ThisDNRole <b>Origination</b> OtherDN <b>C</b> <sup>*DIAL</sup> OtherDNRole <b>Destination</b> <sup>*DIAL</sup> CallType <b>Consult</b>	EventRinging  ConnID <b>2</b> ThisDN <b>C</b> ThisDNRole <b>Destination</b> OtherDN <b>B</b> OtherDNRole <b>Origination</b> CallType <b>Consult</b>



	Conference	
EventPartyAdded ConnID <b>1</b> ThisDN <b>A</b> OtherDN <b>C</b> ThirdPartyDN <b>B</b> ThirdPartyDNRole <b>AddedBy</b> CallState <b>Conferenced</b>	EventReleased  ConnID <b>2</b> ThisDN <b>B</b> OtherDN <b>C</b> CallState <b>Conferenced</b>  EventRetrieved <sup>a</sup> ConnID <b>1</b> ThisDN <b>B</b> OtherDN <b>A</b> CallState <b>Conferenced</b>  EventPartyAdded ConnID <b>1</b> ThisDN <b>B</b> OtherDN <b>C</b> ThirdPartyDN <b>B</b> ThirdPartyDNRole <b>AddedBy</b> CallState <b>Conferenced</b>	EventPartyChanged ConnID <b>1</b> PreviousConnID <b>2</b> ThisDN <b>C</b> ThirdPartyDN <b>B</b> ThirdPartyDNRole <b>ConferencedBy</b> CallState <b>Conferenced</b>
		<b>Answer (TAnswerCall)</b>
		EventEstablished  ConnID <b>1</b> ThisDN <b>C</b> CallState <b>Conferenced</b>
<b>Release from conference phase</b>		
<b>Release phase (ConnID 1)</b>		

a. With EventRetrieved, the values for attributes **ThisDNRole** and **ThisQueue** are the same as those for the attributes of the same names, if any, in the events preceding EventRetrieved (EventEstablished and EventRinging). For non-ACD calls, however, **ThisQueue** is not reported.

If a call appears on the terminating party after completion of conference, the **ConnID** field of EventRinging is equal to the connection ID of the original call (ConnID 1), and EventPartyChanged is not generated.

## Abnormal call flow

Interruption point	Party A	Party B	Party C
*	EventReleased  ConnID <b>1</b> ThisDN <b>A</b> OtherDN <b>B</b> CallState <b>OK</b>	EventReleased  ConnID <b>1</b> ThisDN <b>B</b> OtherDN <b>A</b> CallState <b>OK</b>	
**	EventReleased  ConnID <b>1</b> ThisDN <b>A</b> OtherDN <b>B</b> *DIAL CallState <b>OK</b>	EventPartyDeleted  ConnID <b>1</b> ThisDN <b>B</b> OtherDN <b>A</b> OtherDNRole <b>DeletedParty</b> ThirdPartyDN <b>A</b> ThirdPartyDNRole <b>DeletedBy</b>	

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		CallState <b>OK</b>	
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