Voice Microservices Events and Models Reference

Monitoring calls

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Contents

Learn about call monitoring models and flows.

Related documentation:
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RSS:

- For private edition

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.

Service observing on agent

The following tables describe service observing on an agent.

Party A (External)	Party B	Party C (Service Observer)
Inbound call		
	EventRinging ConnID **1** ThisDN **B** ThisDNRole **Destination** OtherDN **A** OtherDNRole **Origination** CallState **OK**	
	Answer (TAnswerCall)	
	EventEstablished ConnID **1** ThisDN **B** ThisDNRole **Destination** OtherDN **A** OtherDNRole **Origination** CallState **OK**	EventRinging ConnID **1** ThisDN **C** ThisDNRole **Observer** OtherDN **A** [a] OtherDNRole **Origination** [b]

		CallState **Bridged**
	EventPartyAdded ConnID **1** ThisDN **B** ThisDNRole **Destination** OtherDN **C** OtherDNRole **Observer** CallState **Bridged**	EventEstablished ConnID **1** ThisDN **C** ThisDNRole **Observer** OtherDN **A** OtherDNRole **Origination** CallState **Bridged**
Conference		
Release phase (see descriptions below)		

a. For some switches, Voice Microservices use the party that initialized the Service Observer instead of Party A.
b. For some switches, Voice Microservices use the role of the party that initialized the Service Observer instead of the role of Party A.

Agent releases first

Party A (External)	Party B	Party C (Service Observer)
	Release (TReleaseCall)	
	EventReleased ConnID **1** ThisDN **B** ThisDNRole **Destination** CallState **OK**	EventPartyDeleted ConnID **1** ThisDN **C** ThisDNRole **Observer** OtherDN **B** OtherDNRole **DeletedParty** CallState **OK**
		EventReleased ConnID **1** ThisDN **C** ThisDNRole **Observer** OtherDN **A** CallState **OK**

External party releases first

Party A (External)	Party B	Party C (Service Observer)
External party releases a call		
	EventPartyDeleted ConnID **1** ThisDN **B** ThisDNRole **Destination** OtherDN **A** OtherDNRole **DeletedParty** ThirdPartyDNRole **Observer** [a] ThirdPartyDN **C** [a] CallState **OK**	EventPartyDeleted ConnID **1** ThisDN **C** ThisDNRole **Observer** OtherDN **A** OtherDNRole **DeletedParty** CallState **OK**

	EventReleased ConnID **1** ThisDN **B** ThisDNRole **Destination** OtherDN **C** CallState **OK**	EventReleased ConnID **1** ThisDN **C** ThisDNRole **Observer** OtherDN **B** CallState **OK**

a. The attribute contains observer information.

Observer releases first

Party A (External)	Party B	Party C (Service Observer)
		Observer releases a call
	EventPartyDeleted ConnID **1** ThisDN **B** ThisDNRole **Destination** OtherDN **C** OtherDNRole **Observer** ThirdPartyDNRole **DeletedBy** ThirdPartyDN **C** CallState **OK**	EventReleased ConnID **1** ThisDN **C** ThisDNRole **Observer** CallState **OK**
Release phase (ConnID 1)		

Abnormal call flow

Interruption point	Party A	Party B	Party C
*		EventAbandoned ConnID **1** ThisDN **B** OtherDN **A** CallState **OK**	

Service observing for agent-initiated call

The following table describes service observing for an agent-initiated call.

Party A	Party B	Party C
EventRinging ConnID **1** ThisDN **A** ThisDNRole **Destination** OtherDN **B** OtherDNRole **Origination** CallState **OK**	EventDialing ConnID **1** ThisDN **B** ThisDNRole **Origination** OtherDN **A** OtherDNRole **Destination** CallState **OK**	
Answer		

EventEstablished ConnID **1** ThisDN **A** ThisDNRole **Destination** OtherDN **B** OtherDNRole **Origination** CallState **OK**	EventEstablished ConnID **1** ThisDN **B** ThisDNRole **Origination** OtherDN **A** OtherDNRole **Destination** CallState **OK**	
EventPartyAdded ConnID **1** ThisDN **A** ThisDNRole **Destination** OtherDN **C** OtherDNRole **Observer** CallState **Bridged**	EventPartyAdded ConnID **1** ThisDN **B** ThisDNRole **Origination** OtherDN **C** OtherDNRole **Observer** CallState **Bridged**	EventRinging ConnID **1** ThisDN **C** ThisDNRole **Observer** OtherDN **B** OtherDNRole **Origination** CallState **Bridged**
		Answer
		EventEstablished ConnID **1** ThisDN **C** ThisDNRole **Observer** CallState **Bridged**
Conference		
Release phase (for more information, see descriptions in Service observing on agent)		

Service observing on queue

The following table describes service observing on the queue.

Party A (External)	Party B	Party C	Party D (Observer)
Inbound call			
	EventQueued ConnID **1** ThisDN **B** ThisDNRole **Destination** OtherDN **A** OtherDNRole **Origination**		EventRinging ConnID **1** ThisDN **D** ThisDNRole **Observer** OtherDN **A** OtherDNRole **Origination** CallState **Bridged**
			EventEstablished ConnID **1** ThisDN **D** ThisDNRole **Observer** OtherDN **A** OtherDNRole **Origination** CallState **Bridged**
	EventDiverted ConnID **1** ThisDN **B**	EventRinging ConnID **1** ThisDN **C**	

		ThisQueue **B** ThisDNRole **Destination** OtherDN **A** OtherDNRole **Origination** ThirdPartyDN **C** *OPT ThirdPartyDNRole **Destination** *OPT	ThisDNRole **Destination** OtherDN **A** OtherDNRole **Origination** CallState **Bridged**	
		Answer (TAnswerCall)		
			EventEstablished ConnID **1** ThisDN **C** ThisDNRole **Destination** OtherDN **A** OtherDNRole **Origination** CallState **Bridged** Extensions: OrigDN-1=A OrigDN-2=D	EventPartyAdded ConnID **1** ThisDN **D** ThisDNRole **Observer** OtherDN **C** OtherDNRole **NewParty** ThirdPartyDN **C** ThirdPartyDNRole **AddedBy** CallState **Bridged**
Conference				
Release phase (for more information, see descriptions in Service observing on agent)				

Abnormal call flow

Interruption point	Party A	Party B	Party C	Party D
*			EventAbandoned ConnID **1** ThisDN **C** OtherDN **A** CallState **OK**	EventReleased ConnID **1** ThisDN **D** ThisDNRole **Observer** OtherDN **A** CallState **OK**