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## Voice Microservices Events and Models Reference

[Monitoring calls](#)

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Learn about call monitoring models and flows.

## Related documentation:

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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.

## Service observing on agent

The following tables describe service observing on an agent.

Party A (External)	Party B	Party C (Service Observer)
<b>Inbound call</b>	EventRinging  ConnID <b>1</b> ThisDN <b>B</b> ThisDNRole <b>Destination</b> OtherDN <b>A</b> OtherDNRole <b>Origination</b> CallState <b>OK</b>	
	<b>Answer (TAnswerCall)</b>	
	EventEstablished  ConnID <b>1</b> ThisDN <b>B</b> ThisDNRole <b>Destination</b> OtherDN <b>A</b> OtherDNRole <b>Origination</b> CallState <b>OK</b>	EventRinging  ConnID <b>1</b> ThisDN <b>C</b> ThisDNRole <b>Observer</b> OtherDN <b>A</b> <sup>a</sup> OtherDNRole <b>Origination</b> <sup>b</sup>

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

- 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 <b>1</b> ThisDN <b>B</b> ThisDNRole <b>Destination</b> CallState <b>OK</b>	EventPartyDeleted  ConnID <b>1</b> ThisDN <b>C</b> ThisDNRole <b>Observer</b> OtherDN <b>B</b> OtherDNRole <b>DeletedParty</b> CallState <b>OK</b>
		EventReleased  ConnID <b>1</b> ThisDN <b>C</b> ThisDNRole <b>Observer</b> OtherDN <b>A</b> CallState <b>OK</b>

External party releases first

Party A (External)	Party B	Party C (Service Observer)
External party releases a call		
	EventPartyDeleted  ConnID <b>1</b> ThisDN <b>B</b> ThisDNRole <b>Destination</b> OtherDN <b>A</b> OtherDNRole <b>DeletedParty</b> ThirdPartyDNRole <b>Observer</b> <sup>a</sup> ThirdPartyDN <b>C</b> <sup>a</sup> CallState <b>OK</b>	EventPartyDeleted  ConnID <b>1</b> ThisDN <b>C</b> ThisDNRole <b>Observer</b> OtherDN <b>A</b> OtherDNRole <b>DeletedParty</b> CallState <b>OK</b>

	EventReleased ConnID <b>1</b> ThisDN <b>B</b> ThisDNRole <b>Destination</b> OtherDN <b>C</b> CallState <b>OK</b>	EventReleased ConnID <b>1</b> ThisDN <b>C</b> ThisDNRole <b>Observer</b> OtherDN <b>B</b> CallState <b>OK</b>
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a. The attribute contains observer information.

Observer releases first

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

Abnormal call flow

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

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 <b>1</b> ThisDN <b>A</b> ThisDNRole <b>Destination</b> OtherDN <b>B</b> OtherDNRole <b>Origination</b> CallState <b>OK</b>	EventDialing ConnID <b>1</b> ThisDN <b>B</b> ThisDNRole <b>Origination</b> OtherDN <b>A</b> OtherDNRole <b>Destination</b> CallState <b>OK</b>	
<b>Answer</b>		

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

## Service observing on queue

The following table describes service observing on the queue.

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

	<p>ThisQueue <b>B</b>  ThisDNRole <b>Destination</b>  OtherDN <b>A</b>  OtherDNRole <b>Origination</b>  ThirdPartyDN <b>C</b> *OPT  ThirdPartyDNRole  <b>Destination</b> *OPT</p>	<p>ThisDNRole <b>Destination</b>  OtherDN <b>A</b>  OtherDNRole <b>Origination</b>  CallState <b>Bridged</b></p>	
		<b>Answer (TAnswerCall)</b>	
<b>Conference</b>			
<b>Release phase (for more information, see descriptions in Service observing on agent)</b>			

## Abnormal call flow

Interruption point	Party A	Party B	Party C	Party D
*			EventAbandoned ConnID <b>1</b> ThisDN <b>C</b> OtherDN <b>A</b> CallState <b>OK</b>	EventReleased ConnID <b>1</b> ThisDN <b>D</b> ThisDNRole <b>Observer</b> OtherDN <b>C</b> OtherDNRole <b>NewParty</b> ThirdPartyDN <b>C</b> ThirdPartyDNRole <b>AddedBy</b> CallState <b>Bridged</b>