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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)
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
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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