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Voice Microservices Events and Models Reference

Predictive dialing

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Learn about call models and flows for predictive dialing.

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.

Predictive call

The following table describes a predictive call.

| Party A | Party B (ACD Group) | Party C |
|---------|---|---------------|
| | Make predictive call (TMakePredictiveCall) | |
| | EventDialing ConnID 1 ThisDN B ThisQueue B ThisDNRole Origination OtherDN C *DIAL OtherDNRole Destination | |
| | | Answer |
| | EventQueued ConnID 1 ThisDN B ThisQueue B ThisDNRole Origination CallState OK / AnsweringMachineDetected ^a | |

| | | |
|--|--|--|
| | EventDiverted ConnID 1 ThisDN B ThisQueue B ThisDNRole Origination OtherDN C OtherDNRole Destination ThirdPartyDN A *OPT ThirdPartyDNRole Origination *OPT | |
| EventRinging ConnID 1 ThisDN A ThisDNRole Origination OtherDN C OtherDNRole Destination CallState OK | | |
| Answer (TAnswerCall) | | |
| EventEstablished ConnID 1 ThisDN A ThisDNRole Origination OtherDN C OtherDNRole Destination | | |
| Release Phase (ConnID 1) | | |

a. If the switch reports that a call is connected to an answering machine, Voice Microservices also attach a key-value pair AnswerClass=AM to the call's UserData.

Abnormal call flow

| Interruption point | Party A | Party B | Party C |
|--------------------|---|---|---------|
| * | | EventReleased ConnID 1 ThisDN B OtherDN C CallState ^a | |
| ** | | EventAbandoned ConnID 1 ThisDN B OtherDN C CallState OK | |
| *** | EventAbandoned ConnID 1 ThisDN A OtherDN C CallState OK | | |

a. **CallState** in this case can be any of the following:

- CallStateGeneralError
- CallStateSystemError
- CallStateBusy
- CallStateNoAnswer
- CallStateAnsweringMachineDetected
- CallStateFaxDetected
- CallStateAllTrunksBusy
- CallStateQueueFull
- CallStateDropped
- CallStateSitDetected
- CallStateSitInvalidnum
- CallStateSitVacant
- CallStateSitIntercept
- CallStateSitUnknown
- CallStateSitNocircuit
- CallStateSitReorder

Predictive call with routing

The following table describes a predictive call with routing.

| Party A | Party B (ACD Group) | Party C |
|---------|---|---------------|
| | Make Predictive Call (TMakePredictiveCall) | |
| | EventDialing ConnID 1 ThisDN B ThisQueue B ThisDNRole Origination OtherDN C *DIAL OtherDNRole Destination | |
| | | Answer |
| | EventQueued ConnID 1 ThisDN B ThisQueue B ThisDNRole Origination CallState OK / FaxDetected / AnsweringMachineDetected ^a | |
| | EventRouteRequest | |

| | | |
|--|---|--|
| | ConnID 1 ThisDN B ThisQueue B ThisDNRole Origination OtherDN C OtherDNRole Destination | |
| | Route call to A (TRouteCall) | |
| | EventRouteUsed ConnID 1 ThisDN B ThisDNRole Origination OtherDN C OtherDNRole Destination ThirdPartyDN A *OPT ThirdPartyDNRole Origination *OPT EventDiverted ConnID 1 ThisDN B ThisQueue B ThisDNRole Origination OtherDN C OtherDNRole Destination ThirdPartyDN A *OPT ThirdPartyDNRole Origination *OPT | |
| EventRinging ConnID 1 ThisDN A ThisDNRole Origination OtherDN C OtherDNRole Destination CallState OK | | |
| Answer (TAnswerCall) | | |
| EventEstablished ConnID 1 ThisDN A ThisDNRole Origination OtherDN C OtherDNRole Destination | | |
| Release Phase (ConnID 1) | | |

a. If the switch reports that a call is connected to an answering machine, Voice Microservices also attach a key-value pair AnswerClass=AM to the call's UserData.

Abnormal call flow

| Interruption point | Party A | Party B | Party C |
|--------------------|---------|---|---------|
| * | | EventReleased ConnID 1 ThisDN B OtherDN C | |

| | | | |
|------------|---|---|--|
| | | CallState ^a | |
| ** and *** | | EventAbandoned ConnID 1 ThisDN B OtherDN C CallState OK | |
| **** | EventAbandoned ConnID 1 ThisDN A OtherDN C CallState OK | | |

a. **CallState** in this case can be any of the following:

- CallStateGeneralError
- CallStateSystemError
- CallStateBusy
- CallStateNoAnswer
- CallStateAnsweringMachineDetected
- CallStateFaxDetected
- CallStateAllTrunksBusy
- CallStateQueueFull
- CallStateDropped
- CallStateSitDetected
- CallStateSitInvalidnum
- CallStateSitVacant
- CallStateSitIntercept
- CallStateSitUnknown
- CallStateSitNocircuit
- CallStateSitReorder

Predictive call (connected to a device specified in Extensions)

The following table describes a predictive call (connected to a device specified in extensions).

| Party A | Party B (ACD Group Specified in the Extensions of TMakePredictiveCall) | Party C (Routing Point or ACD Group) | Party D |
|---------|---|--|---------|
|---------|---|--|---------|

| | | | |
|--|---|--|---------------|
| | | Make predictive call (TMakePredictiveCall) | |
| | | EventDialing ConnID 1 ThisDN C ThisQueue C ThisDNRole Origination OtherDN D *DIAL OtherDNRole Destination | |
| | | | Answer |
| | | EventQueued ConnID 1 ThisDN C ThisQueue C ThisDNRole Origination CallState OK/ AnsweringMachine- Detected | |
| | | EventDiverted ConnID 1 ThisDN C ThisQueue C ThisDNRole Origination OtherDN D OtherDNRole Destination ThirdPartyDN B ThirdPartyDNRole Origination | |
| | EventQueued ConnID 1 This DN B ThisQueue B ThisDNRole Origination OtherDN D OtherDNRole Destination | | |
| | EventDiverted ConnID 1 ThisDN B ThisQueue B ThisDNRole Origination OtherDN D OtherDNRole Destination ThirdPartyDN A *OPT ThirdPartyDNRole Origination *OPT | | |
| EventRinging ConnID 1 ThisDN A ThisDNRole Origination OtherDN D OtherDNRole Destination CallState OK | | | |
| Answer (TAnswerCall) | | | |

| | | | |
|--|--|--|--|
| EventEstablished ConnID 1 ThisDN A ThisDNRole Origination OtherDN D OtherDNRole Destination | | | |
| Release Phase (ConnID 1) | | | |

Abnormal call flow

| Interruption point | Party A | Party B | Party C | Party D |
|--------------------|--|--|--|---------|
| * | | | EventReleased ConnID 1 ThisDN C OtherDN D CallState ^a | |
| ** | | EventAbandoned ConnID 1 ThisDN B OtherDN D CallState OK | | |
| *** | EventAbandoned ConnID 1 ThisDN A OtherDN D CallState OK | | | |

a. **CallState** in this case can be any of the following:

- CallStateGeneralError
- CallStateSystemError
- CallStateBusy
- CallStateNoAnswer
- CallStateAnsweringMachineDetected
- CallStateFaxDetected
- CallStateAllTrunksBusy
- CallStateQueueFull
- CallStateDropped
- CallStateSitDetected
- CallStateSitInvalidnum
- CallStateSitVacant

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- CallStateSitIntercept
 - CallStateSitUnknown
 - CallStateSitNocircuit
 - CallStateSitReorder