



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Voice Microservices Events and Models Reference

Predictive dialing

Contents

- 1 Predictive call
 - 1.1 Abnormal call flow
- 2 Predictive call with routing
 - 2.1 Abnormal call flow
- 3 Predictive call (connected to a device specified in Extensions)
 - 3.1 Abnormal call flow

Learn about call models and flows for predictive dialing.

Related documentation:

-
-
-

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.

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

-
- CallStateSitIntercept
 - CallStateSitUnknown
 - CallStateSitNocircuit
 - CallStateSitReorder