



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

12/16/2025

---

## 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
	<b>Make predictive call (TMakePredictiveCall)</b>	
	EventDialing  ConnID <b>1</b> ThisDN <b>B</b> ThisQueue <b>B</b> ThisDNRole <b>Origination</b> OtherDN <b>C</b> *DIAL OtherDNRole <b>Destination</b>	
		<b>Answer</b>
	EventQueued  ConnID <b>1</b> ThisDN <b>B</b> ThisQueue <b>B</b> ThisDNRole <b>Origination</b> CallState <b>OK</b> / <b>AnsweringMachineDetected</b> <sup>a</sup>	

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

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 <b>1</b> ThisDN <b>B</b> OtherDN <b>C</b> CallState <sup>a</sup>	
**		EventAbandoned  ConnID <b>1</b> ThisDN <b>B</b> OtherDN <b>C</b> CallState <b>OK</b>	
***	EventAbandoned  ConnID <b>1</b> ThisDN <b>A</b> OtherDN <b>C</b> CallState <b>OK</b>		

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
	<b>Make Predictive Call (TMakePredictiveCall)</b>	
	EventDialing  ConnID <b>1</b> ThisDN <b>B</b> ThisQueue <b>B</b> ThisDNRole <b>Origination</b> OtherDN <b>C</b> *DIAL OtherDNRole <b>Destination</b>	
		<b>Answer</b>
	EventQueued  ConnID <b>1</b> ThisDN <b>B</b> ThisQueue <b>B</b> ThisDNRole <b>Origination</b> CallState <b>OK / FaxDetected / AnsweringMachineDetected</b> <sup>a</sup>	
	EventRouteRequest	

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

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 <b>1</b> ThisDN <b>B</b> OtherDN <b>C</b>	

		CallState <sup>a</sup>	
** and ***		EventAbandoned ConnID <b>1</b> ThisDN <b>B</b> OtherDN <b>C</b> CallState <b>OK</b>	
****	EventAbandoned ConnID <b>1</b> ThisDN <b>A</b> OtherDN <b>C</b> CallState <b>OK</b>		

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
---------	---	--	---------

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



<b>EventEstablished</b>  ConnID <b>1</b> ThisDN <b>A</b> ThisDNRole <b>Origination</b> OtherDN <b>D</b> OtherDNRole <b>Destination</b>			
<b>Release Phase (ConnID 1)</b>			

## Abnormal call flow

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

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