Voice Microservices Events and Models Reference

Predictive dialing

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Contents

Learn about call models and flows for predictive dialing.

Related documentation:

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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
- CallStateBbusy
- 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