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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
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		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