

# **GENESYS**

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 <sup>a</sup>	
** 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 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
		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			
I	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