

# **GENESYS**

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## Voice Microservices Events and Models Reference

Releasing calls

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Learn about the standard processes by which calls are released.

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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.

### Release phase

The following table describes the release phase.

Party A	Party B			
Conversation				
Release (TReleaseCall)				
EventReleased	EventReleased			
ConnID 1 ThisDN A OtherDN B *OPT CallState OK	ConnID 1 ThisDN B OtherDN A *OPT CallState OK			

## Release from conference phase

The following table describes the release from conference phase.

Party A	Party B	Party C

Conference				
	Release (TReleaseCall)			
EventPartyDeleted  ConnID 1 ThisDN A	EventReleased	EventPartyDeleted  ConnID 1 ThisDN C		
OtherDN B OtherDNRole DeletedParty ThirdPartyDN B ThirdPartyDNRole DeletedBy CallState OK/Conferenced a	ConnID 1 ThisDN B CallState OK	OtherDN B OtherDNRole DeletedParty ThirdPartyDN B ThirdPartyDNRole DeletedBy CallState OK/Conferenced a		
Conversation				

a. If more than two parties remain in the conference call, **CallState** has a value of Conferenced; otherwise, **CallState** has a value of 0K.

## Delete from conference phase

The following table describes the release phase.

Party A	Party B	Party C		
Conference				
Delete B (TDeleteFromConference)				
EventPartyDeleted  ConnID 1 ThisDN A OtherDN B OtherDNRole DeletedParty ThirdPartyDN A ThirdPartyDNRole DeletedBy CallState OK/Conferenced a	EventReleased  ConnID 1  ThisDN B  CallState OK	ConnID 1 ThisDN C OtherDN B OtherDNRole DeletedParty ThirdPartyDN A ThirdPartyDNRole DeletedBy CallState OK/Conferenced a		
Conversation				

a. If more than two parties remain in the conference call, **CallState** has a value of Conferenced; otherwise, **CallState** has a value of 0K.