GENESYS

Voice Microservices Events and Models Reference

Voice Microservices topics for event streaming

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Contents

Learn about the topics that Voice Microservices use for event streaming.

Related documentation:
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RSS:
- For private edition

Voice Microservices use the following topics for event streaming:

- voice-agentstate
  - To consume agent-related events, a client's consumer must subscribe to the voice-agentstate topic.
  - The event key uses the "{tenant_id}:{agent_id}" template.

- voice-callthread
  - To consume call-related events, a client's consumer must subscribe to the voice-callthread topic. Genesys recommends that you avoid using the **callthread** consumer group name for subscription.
  - The event key uses the "{tenant_id}:{callthread_id}" template.

Events stored in each topic

This section lists the events for each Voice Microservices topic.

Voice Microservices events are in JSON format. This is a sample of the EventAgentLogin event and its attributes:
`{ "id": EventAgentLogin, AgentID, ThisDN, AgentWorkMode, Extensions: {}}`

The word "group", where used in this documentation, does not refer to any part of the topic or event structure. The group names are used to collect together similar events based on the purpose of events and the type of information they convey.

Events for the voice-agentstate topic

For information about the events in the voice-agentstate topic, including event descriptions and specific event attributes, see Agent state and DN events.

This is the list of events in the **Agent state and DN** group:

- EventAgentLogin
- EventAgentLogout
- EventAgentNotReady
- EventAgentReady
- EventDNBackInService

- EventDNDOff
- EventDNDOn
- EventDNOutOfService
- EventForwardCancel
- EventForwardSet

- EventMuteOff
- EventMuteOn
- EventOffHook
- EventOnHook

Events for the voice-callthread topic

For information about the events in the voice-callthread topic, including event descriptions and specific event attributes, see the following pages:

- Call handling and transfer/conference events
- Call routing events
- Call treatment events

This is the list of events in the **Call handling and transfer/conference** group:

- EventAbandoned
- EventDestinationBusy
- EventDialing
- EventDiverted
- EventEstablished

- EventHeld
- EventNetworkReached
- EventPartyAdded
- EventPartyChanged
- EventPartyDeleted

- EventQueued
- EventReleased
- EventRetrieved
- EventRinging

This is the list of events in the **Call routing** group:

- EventRouteRequest
- EventRouteUsed

This is the list of events in the **Call treatment** group:

- EventTreatmentApplied
- EventTreatmentEnd
- EventTreatmentNotApplied