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Voice Microservices Events and Models Reference

Working with queues

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Learn about call models for queues.

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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.

Multiple-queue call treated at an IVR port with treatment at IVR queue

The following table describes a multiple-queue call treated at an IVR port with treatment at the IVR queue.

A	Q1	Q2	Q3	IVR	Agent
Inbound/ internal call to Q1	Call to Q1				
EventDialing ConnID 1 ThisDN A ThisDNRole Origination OtherDN* Q1 OtherDNRole Destination					
	EventQueued ConnID 1 ThisDN Q1				

	ThisQueue Q1 OtherDN A				
		Call placed in second queue			
		EventQueued ConnID 1 ThisDN Q2 ThisQueue Q2 OtherDN A			
			Call placed in IVR queue for treatment when no agents ready		
			EventQueued ConnID 1 ThisDN Q2 ThisQueue Q2 OtherDN A		
			EventDiverted ConnID 1 ThisDN Q3 ThisQueue Q3 OtherDN A ThirdPartyDN IVR DN CallState ConverseOn	EventRinging ConnID 1 ThisDN IVR ThisQueue Q3 OtherDN A CallState ConverseOn	
				Answer	
				EventEstablished ConnID 1 ThisDN IVR ThisQueue Q3 OtherDN A	
					Agent Ready
	EventDiverted ConnID 1 ThisDN RQ2 ThisQueue RQ2 OtherDN A ThirdPartyDN AgentDN	EventDiverted ConnID 1 ThisDN Q2 ThisQueue Q2 OtherDN A ThirdPartyDN AgentDN		EventReleased ^a ConnID 1 ThisDN IVR ThisQueue Q3 OtherDN A	EventRinging ConnID 1 ThisDN AgentDN ThisQueue Q1 OtherDN A
					Answer
EventEstablished ^b ConnID 1					EventEstablished ConnID 1 ThisDN AgentDN

ThisDN A OtherDN AgentDN CallState OK						ThisQueue Q1 OtherDN A CallState OK
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- a. EventReleased can occur before an agent becomes available because the IVR finishes call treatment.
- b. In some deployments, EventEstablished for party A can occur at the same time as the IVR EventEstablished, especially if a call comes through the PSTN.

Abnormal call flow

Interruption Point	A	Q1	Q2	Q3	IVR	Agent
*	EventReleased OtherDN Q1	EventAbandoned ConnID 1 ThisDN Q1 OtherDN A	EventAbandoned ConnID 1 ThisDN Q2 OtherDN A	EventAbandoned ConnID 1 ThisDN Q3 OtherDN A	EventReleased ConnID 1 ThisDN IVR OtherDN A	

Multiple-queue, call treated at an IVR port with direct treatment at IVR port

The following table describes a multiple-queue call treated at an IVR port with direct treatment at the IVR queue.

External party	Q1	Q2	IVR	Agent
Inbound/internal call to Q1	Call to Q1			
EventDialing ConnID 1 ThisDN A ThisDNRole Origination OtherDN* Q1 OtherDNRole Destination				
	EventQueued ConnID 1 ThisDN Q1 ThisQueue Q1 OtherDN A			
		Call placed in second queue		
		EventQueued		

		ConnID 1 ThisDN Q2 ThisQueue Q2 OtherDN A		
			Call placed directly to IVR port	
			EventRinging ConnID 1 ThisDN IVR OtherDN A CallState ConverseOn	
			Answer	
			EventEstablished ConnID 1 ThisDN IVR OtherDN A	
				Agent ready
	EventDiverted ConnID 1 ThisDN RQ2 ThisQueue RQ2 OtherDN A ThirdPartyDN AgentDN	EventDiverted ConnID 1 ThisDN Q2 ThisQueue Q2 OtherDN A ThirdPartyDN AgentDN	EventReleased ^a ConnID 1 ThisDN IVR OtherDN A	EventRinging ConnID 1 ThisDN AgentDN ThisQueue Q1 OtherDN A
				Answer
EventEstablished ^b ConnID 1 ThisDN A OtherDN AgentDN CallState OK				EventEstablished ConnID 1 ThisDN AgentDN ThisQueue Q1 OtherDN A CallState OK

a. EventReleased can occur before an agent becomes available because the IVR finishes call treatment.

b. In some deployments, EventEstablished for party A can occur at the same time as the IVR EventEstablished, especially if a call comes through the PSTN.

Abnormal call flow

Interruption Point	External party	Q1	Q2	IVR	Agent
*	EventReleased OtherDN Q1	EventAbandoned ConnID 1 ThisDN Q1 OtherDN A	EventAbandoned ConnID 1 ThisDN Q2 OtherDN A	EventReleased ConnID 1 ThisDN IVR OtherDN A	

Multiple-queue call with call removed from queue

The following table describes a multiple-queue call with the call removed from the queue.

A	Q1	Q2	IVR	Agent
Inbound call to Q1	Call to Q1			
	EventQueued ConnID 1 ThisDN Q1 ThisQueue Q1 OtherDN A			
		Call placed in second queue		
		EventQueued ConnID 1 ThisDN Q2 ThisQueue Q2 OtherDN A		
			Call placed in third queue for treatment when no agents ready	
			EventQueued ConnID 1 ThisDN Q3 ThisQueue Q3 OtherDN A	
			Call cleared from third queue	
			EventDiverted ConnID 1 ThisDN Q3 ThisQueue Q3 OtherDN A CallState Cleared	
				Agent ready
	EventDiverted ConnID 1 ThisDN Q1 ThisQueue Q1 OtherDN A ThirdPartyDN AgentDN	EventDiverted ConnID 1 ThisDN Q2 ThisQueue Q2 OtherDN A ThirdPartyDN AgentDN		EventRinging ConnID 1 ThisDN AgentDN ThisQueue Q1 OtherDN A CallState OK
				Answer
				EventEstablished

				ConnID 1 ThisDN AgentDN ThisQueue Q1 OtherDN A CallState OK
--	--	--	--	--