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Voice Microservices Events and Models Reference

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This document introduces you to the agent- and call-related events and models that you might encounter in a Genesys Voice Microservices deployment. You will find the following information in this guide:

- A list of call events and their descriptions.
- A list of agent state and DN events and their descriptions.
- A collection of common call models and flows.

Topics

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

- [Topics](#)

Events

Learn about the events produced by Voice Microservices.

- [Agent state and DN events](#)
 - [Call treatment events](#)
 - [Call routing events](#)
 - [Call handling and transfer/conference events](#)
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Call models

Learn about the Voice Microservices call models.

- Basic call models
 - Releasing calls
 - Holding, transferring, and conferencing
 - Predictive dialing
 - Monitoring calls
 - Working with queues
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