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SIP Server Deployment Guide

Private Conversations During Conference

5/5/2025

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SIP Server now supports T-Library requests `TListenDisconnect` and `TListenReconnect`. These requests can be used in a conference with three or more participants. Any agent who is using a T-Library desktop can submit a `TListenDisconnect` request to disconnect any other party from the conference temporarily. The disconnected party hears music and cannot hear the remaining participants, who can continue their conversation. Remaining conference participants also cannot hear the disconnected party. To return the disconnected party back to the conference, one of the agents in the call submits a `TListenReconnect` request.

If an agent disconnects another participant from the conference and then leaves the conference, the disconnected party remains disconnected until only one active participant exists in the conference. After that, SIP Server releases the conference and establishes the dialog between two remaining parties (the formerly disconnected and active parties).

SIP Server supports `TListenDisconnect` and `TListenReconnect` requests in accordance with the T-Library call model where SIP Server generates `EventListenDisconnected` and `EventListenReconnected` events in responses to the two corresponding requests. `EventListenDisconnected` is always distributed with `AttributeCallState` set to `CallStateHeld`, which indicates that the disconnected party cannot hear and cannot be heard by other members of the conference.

This feature must be used along with the `LCTParty` functionality enabled in SIP Server. The state of the disconnected party is reported to all call participants with the standard `LCTParty` `EventUserEvent`, which contains the `LCTParty<n>_state` extension key with a value set to `ListenDisconnectedHeld`, where *n* is a party index.

`TListenDisconnect` and `TListenReconnect` requests must have the `AttributeOtherDN` set to the party alias reported through the `LCTParty` `EventUserEvent`.

Important

This feature depends on support from specific versions of Workspace Desktop or a T-Library client. Consult corresponding documentation for the availability of this new feature in those components.

Feature Configuration

In the `TServer` section of the SIP Server Application, set the following configuration options:

- `sip-enable-call-info`—Set this option to `true`.
- `sip-enable-call-info-extended`—Set this option to `true`.
- `music-listen-disconnect`—Set this option to the path of any valid audio file.

`music-listen-disconnect`

Default Value: `music/on_hold`

Valid Values: The path to any valid audio file

Changes Take Effect: For the next `TListenDisconnect` request

This option specifies the path to an audio file to be played to the temporary disconnected party from the conference.

Feature Limitations

In multi-site deployments, Genesys recommends setting the `sip-enable-moh` to `false` on inter-trunk DN's, to avoid playing music to a remote party disconnected from the conference.