![Genesys logo]

Genesys Events and Models Reference

Call Definition

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Call Definition

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A call is a temporary association among several telephony objects (or between a telephony object and a network entity) that is established by the use of telephony network capabilities. This association may have from zero to many parties. A call is a stateless object that has a Universally Unique ID (UUID) attribute, a Connection ID (comparable to the DN-based attribute of the same name used in event reporting), a type, a number of optional attributes, and a list of parties.

> ## Important
>
> Consultation calls not only have references to the active call, but also to the main (original) call. In multi-site environments, related calls are linked to each other my means of Inter-Site Links (IS-Links). (See Multi-Site Call Scenarios for details.) Except for these two cases of additional references, all calls are processed and reported on independently of one another.

Call Attributes

`CallUUID` (string)—UUID of the call.
`ISLinkList`—List of links to call instances distributed across remote sites.
`ConnID` (conn-id)—Connection ID of the call.
`CallType` (int)—Call type (Internal/Inbound/Outbound/Consult).
`OrigCallUUID`—UUID of the main call (for consult calls only).

> ## Important
>
> The following additional attributes for calls have the same definitions as their DN-based analogs. See individual listings under Event Attributes.

`CallID`
`NodeID` (int)
`NetworkCallID` (ulong64)
`NetworkNodeID` (int)
`ANI` (string)
`DNIS` (string)
`UserData` (kv-list)