GENESYS™

Genesys Events and Models Reference

Call-Routing Events

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Contents

Call-Routing Events

EventRouteRequest

Description

The call has been placed on the routing point specified by `ThisDN`, and the switch is waiting for routing instructions.

Contents

Event Attribute	Type
ANI	Optional
CallHistory	Optional
CallID	Mandatory
CallType	Mandatory
CollectedDigits	Optional
ConnID	Mandatory
CustomerID	Optional
DNIS	Optional
Event	Mandatory
Extensions	Optional
LastCollectedDigit	Optional
NetworkCallID	Optional
NetworkNodeID	Optional
OtherDN	Optional
OtherDNRole	Optional
OtherQueue	Optional
OtherTrunk	Optional
PreviousConnID [a]	Optional
Server	Mandatory
ThisDN [b]	Mandatory
ThisQueue [b]	Mandatory
ThisTrunk	Optional
ThirdPartyDN	Optional
time	Mandatory

Event Attribute	Type
TransferredNetworkCallID	Optional
TransferredNetworkNodeID	Optional
UserData	Optional

a. The `PreviousConnID` attribute must appear if a call with `CallType=Consult` has been placed on a routing point.
b. `ThisDN` and `ThisQueue` attributes must have equal values.

Examples

See EventRegistered and the figure EventRouteRequest and EventRouteUsed Feature, Example 1.

EventRouteUsed

Description

The call has been routed as requested in the function `TRouteCall()` or has been default routed by the switch after the routing timeout has expired (that is, there was no routing instruction from the computer domain within the specified timeout).

Contents

Event Attribute	Type
ANI	Optional
CallHistory	Optional
CallID	Mandatory
CallState	Optional
CallType	Mandatory
ConnID	Mandatory
CustomerID	Optional
DNIS	Optional
Event	Mandatory
Extensions	Optional
NetworkCallID	Optional
NetworkNodeID	Optional
Reasons	Optional
ReferenceID	Optional
Server	Mandatory
ThirdPartyDN [a]	Optional

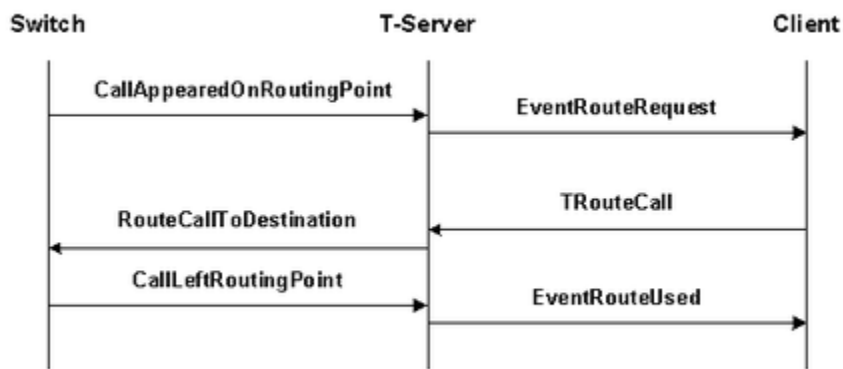| Event Attribute	Type
OtherDN [b]	Optional
ThirdPartyDNRole = Destination	Optional
ThisDN [c]	Mandatory
ThisQueue [c]	Mandatory
ThisTrunk	Optional
time	Mandatory
TransferredNetworkCallID	Optional
TransferredNetworkNodeID	Optional
UserData	Optional

a. This attribute specifies the destination DN or dialing number. It is:

- Mandatory if routing was done by URS (or another routing application connected to T-Server).
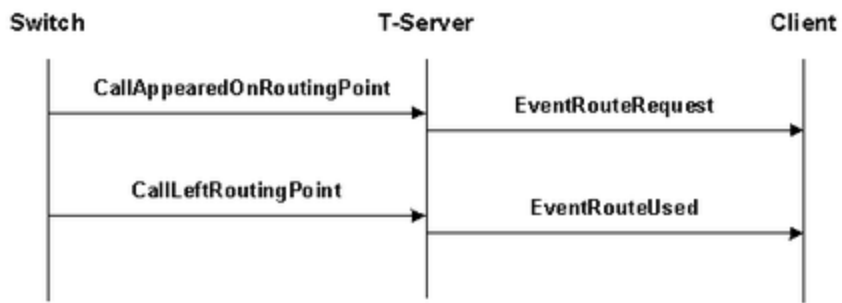- Absent if the call was rejected. Optional in other cases.

b. The OtherDN attribute is used to specify the target party when the forward feature is in progress.
c. These attributes must be equal.

Example

EventRouteRequest and EventRouteUsed Feature, Example 1

EventRouteRequest and EventRouteUsed Feature, Example 2 (if the Routing Timeout Expires Before the TRouteCall Request Generated by Computer Domain [Interaction Router])