Genesys Events and Models Reference

Conference Call Flow Diagrams

12/13/2025

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Conference Call Flow Diagrams

The following call flow diagrams illustrate several scenarios involving conferenced calls.
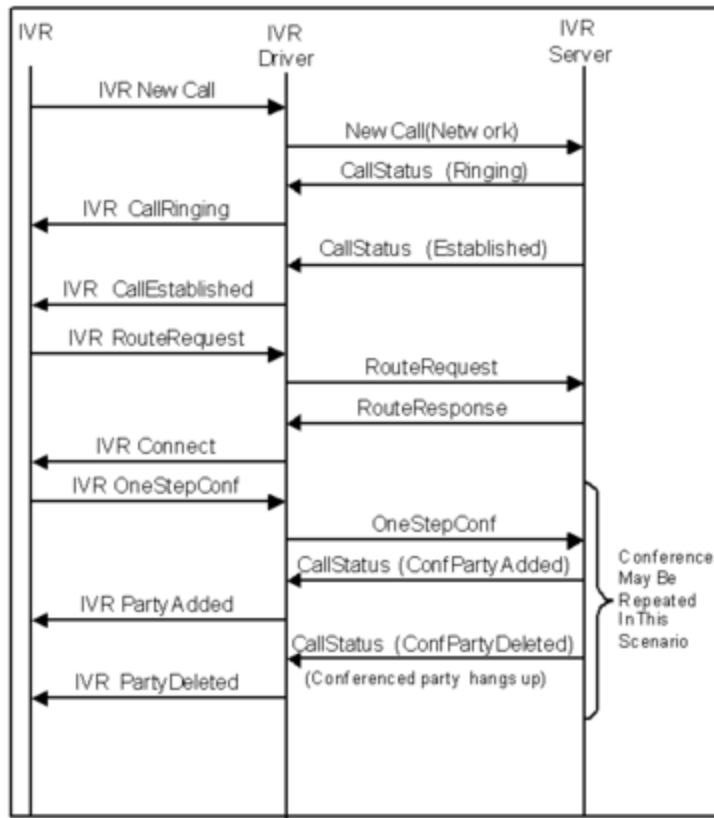
One-Step Conference
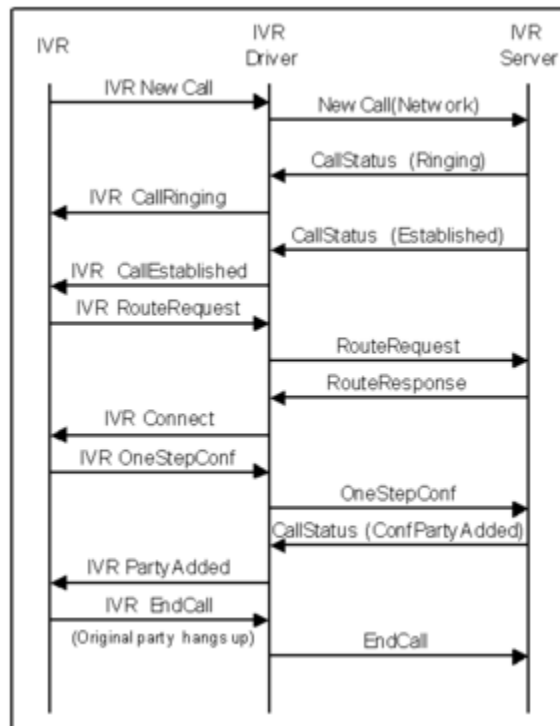
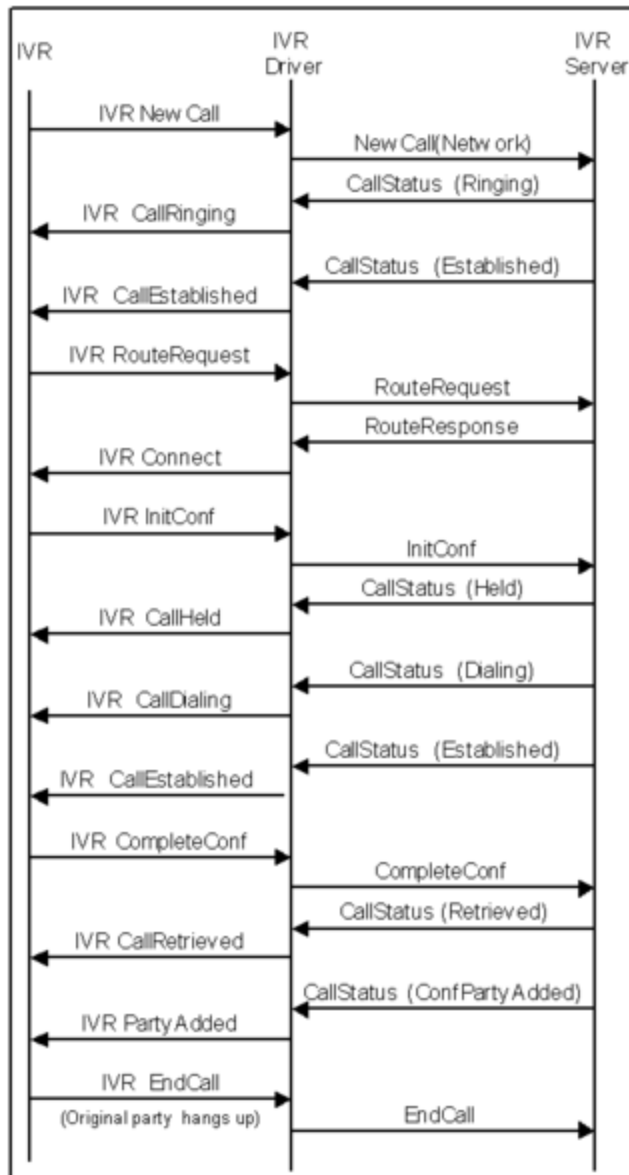

Call Flow for a One-Step Conference

If a `CallError` occurs, IVR Server automatically returns you to the same status as before the conference call was started. This means that the original call is retrieved without any input from the IVR.

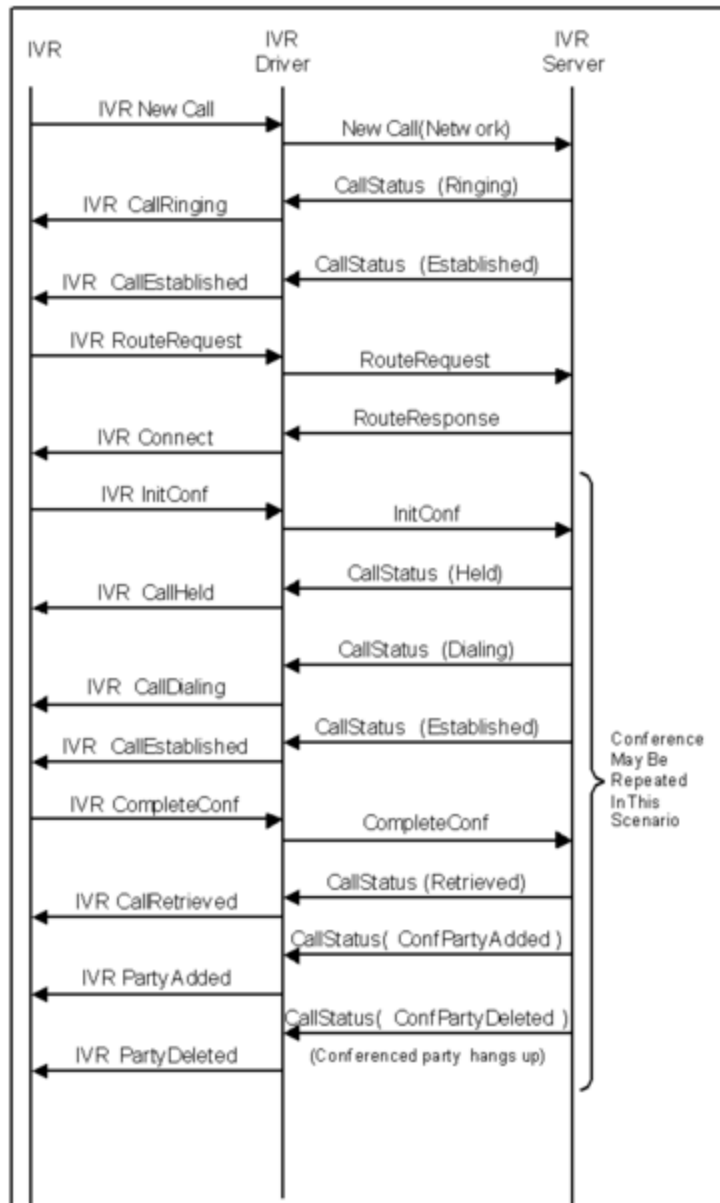## One-Step Conference, Scenario 2

One-Step Conference with Alternative Disconnect Scenario
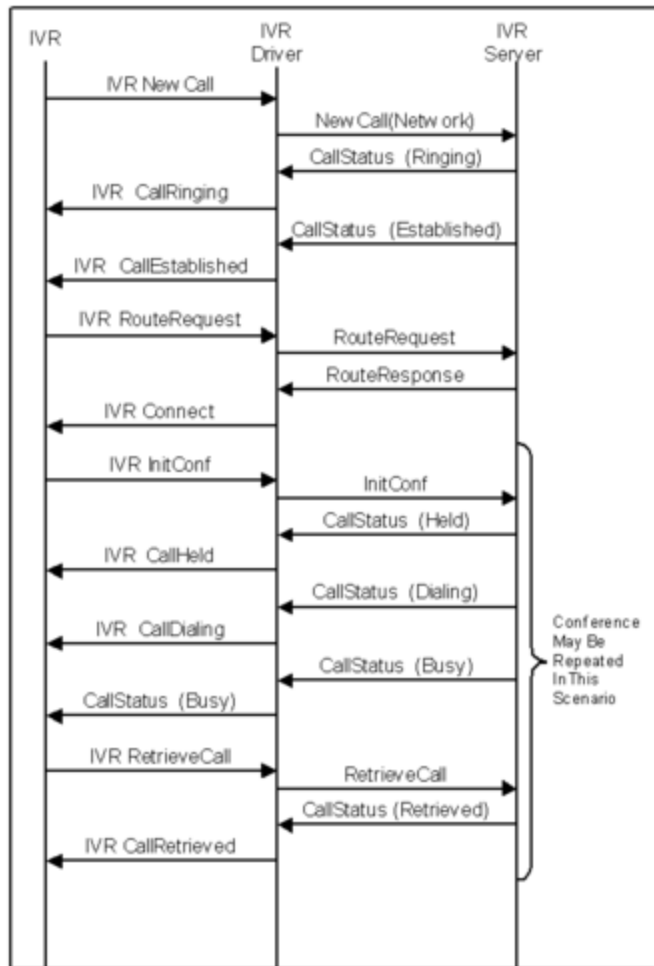
Conference Consult Call

Call Flow for Conference Consult Call

Conference Consult Call, Scenario 2

Conference Consult Call Alternative Scenario

Conference Consult Call (Busy)

Conference Consult Call, Line Busy

A Busy response is not considered an error. When the party which is to be conferenced with the original caller is busy, the IVR driver must send a RetrieveCall message to retrieve the original call. Compare this to Conference Consult Call (Failed).

Conference Consult Call (Failed)
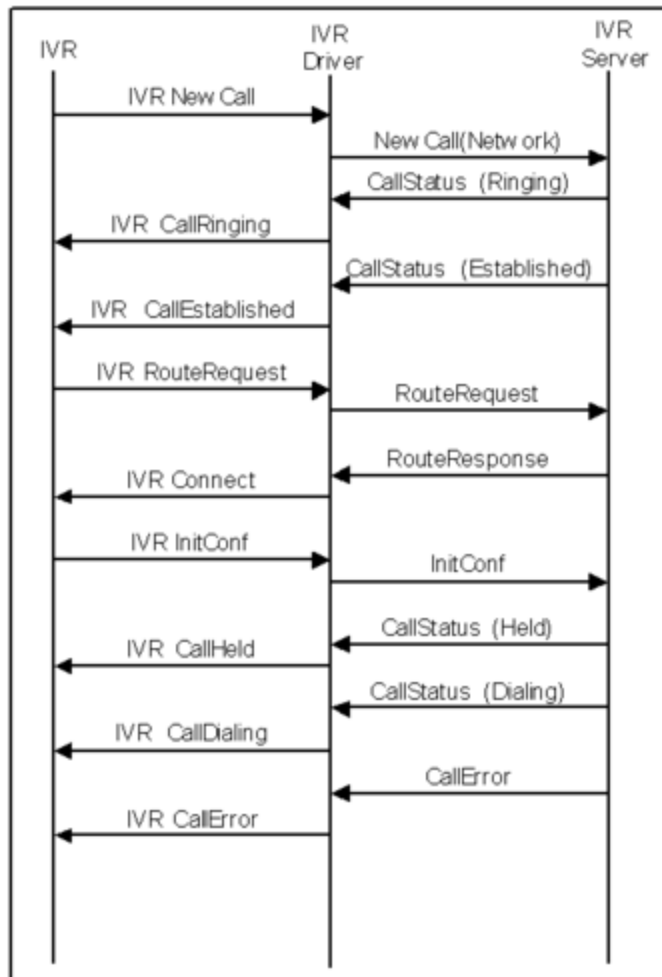
Conference Consult Call Failed Call Flow

If a CallError occurs, IVR Server automatically returns you to the same status as before the conference call was started. This means that the second call is terminated and the original call is retrieved without any input from the IVR.

Important

If the IVR tries to retrieve the original call after a CallError message, the IVR will receive another error message because the original call has already been taken off hold.