



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Events and Models Reference

DTMF Events

12/17/2025

Contents

- 1 DTMF Events
 - 1.1 EventDigitsCollected
 - 1.2 EventDTMFSent

DTMF Events

EventDigitsCollected

Description

The digits specified by `CollectedDigits` have been collected. This event is sent either to the DN representing the device collecting the digits or to all monitored parties for the call.

Contents

Event Attribute	Type
CallHistory	Optional
CallID	Mandatory
CallState	Mandatory
CallType	Mandatory
CollectedDigits	Mandatory
ConnID	Mandatory
CustomerID	Optional
Event	Mandatory
Extensions	Optional
LastCollectedDigit	Optional
NetworkCallID	Optional
NetworkNodeID	Optional
OtherDN ^a	Optional
OtherDNRole	Optional
OtherQueue	Optional
Reasons	Optional
ReferenceID	Optional
Server	Mandatory
ThisDN	Mandatory
ThisDNRole	Mandatory
ThisTrunk	Optional
time	Mandatory
TransferredNetworkCallID	Optional
TransferredNetworkNodeID	Optional

Event Attribute	Type
UserData	Optional

- a. This attribute indicates the source of the collected digits, if T-Server can identify that source.

EventDTMFSent

Description

The specified DTMF sequence has been sent.

Contents

Event Attribute	Type
ANI	Optional
CallHistory	Optional
CallID	Mandatory
ConnID	Mandatory
CustomerID	Optional
DNIS	Optional
Event	Mandatory
Extensions	Optional
NetworkCallID	Optional
NetworkNodeID	Optional
Reasons	Optional
ReferenceID	Optional
Server	Mandatory
ThisDN	Mandatory
ThisTrunk	Optional
time	Mandatory
TransferredNetworkCallID	Optional
TransferredNetworkNodeID	Optional
UserData	Optional