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Genesys Events and Models Reference

Disconnection and Failover

12/15/2025

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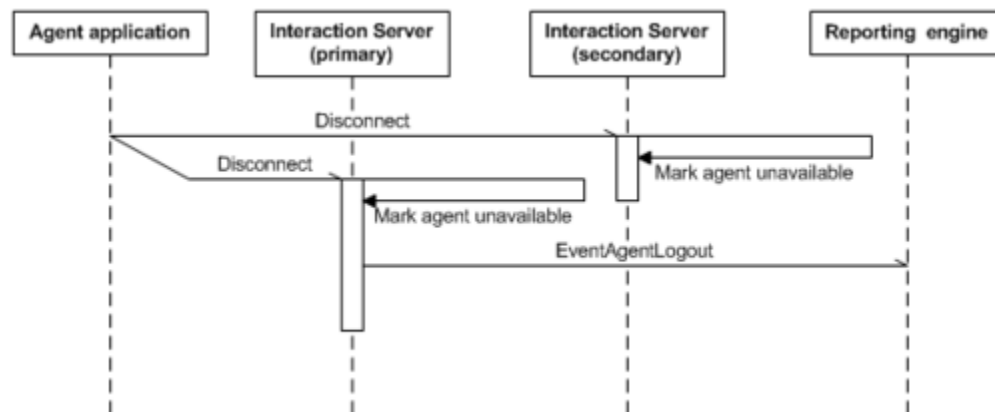
Disconnection and Failover

This set of models illustrates the following scenarios:

- The agent application disconnects from Interaction Server(s).
- The Interaction Server disconnects from agent application and reporting engine. Then the following happens:
 - The agent application connects to secondary Interaction Server, which becomes primary.
 - The former primary Interaction Server restarts.

Agent Disconnects

In this phase, shown in the figure below, the agent application disconnects from Interaction Server. This may due to a failure or to normal shutdown.



Agent Disconnects

The primary Interaction Server sends EventAgentLogout only if the agent was known to be logged in.

This phase uses the message shown in the following table:

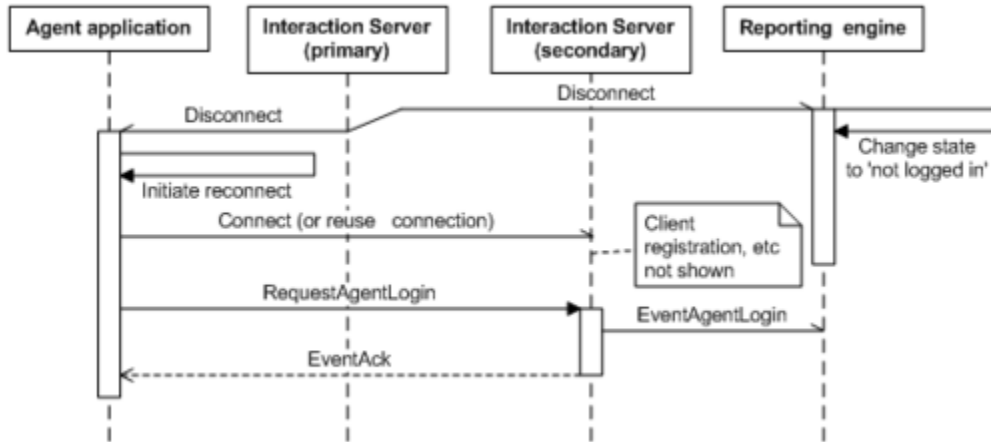
Messages in Agent Disconnects

Message	Protocol
EventAgentLogout	Reporting

Interaction Server Disconnects

In this phase, shown in the figure below:

1. The primary Interaction Server disconnects from the agent application and the reporting engine. This may be due to a failure or to normal shutdown. The reporting engine sets the state of each agent logged in with this Interaction Server to not logged in.
2. The agent application connects to the secondary Interaction Server and registers with it. Registration is not shown here; see [Registration](#) for a description.
3. The agent application logs in to the secondary Interaction Server.
4. The secondary Interaction Server responds with EventAck, thereby becoming the new primary Interaction Server.



Interaction Server Disconnects

This phase uses the messages shown in the following table:

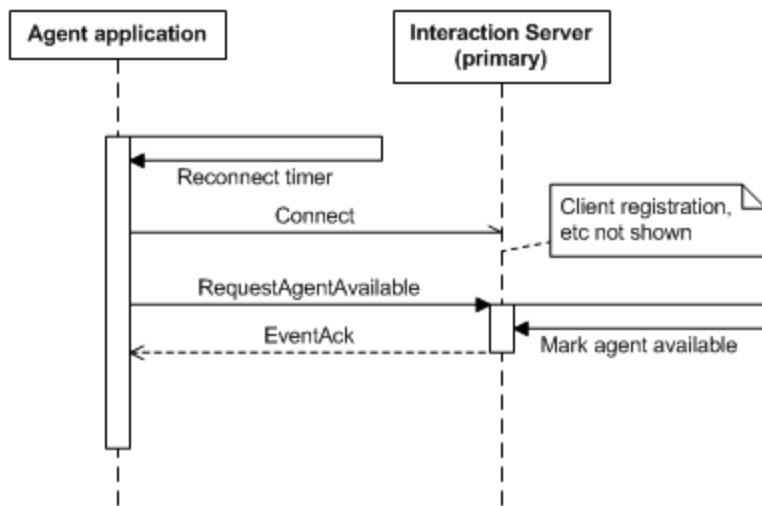
Messages in Interaction Server Disconnects

Message	Protocol
EventAck	Interaction Management
EventAgentLogin	Reporting

Interaction Server Restarts

In this phase, shown in the figure below:

1. The original primary Interaction Server restarts.
2. The agent application connects to it and registers (registration is not shown here; see [Registration](#)).
3. The agent application logs in to the Interaction Server using RequestAgentAvailable, upon which this Interaction Server becomes secondary.



Interaction Server Restarts

This phase uses the messages shown in the following table:

Messages in Interaction Server Restarts

Message	Protocol
EventAck	Interaction Management