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Genesys Events and Models Reference

Holding, Transferring, and Conferencing

12/17/2025

Contents

Holding, Transferring, and Conferencing

The call models here show the functions and events related to placing calls on hold, transferring calls, and creating conference calls.

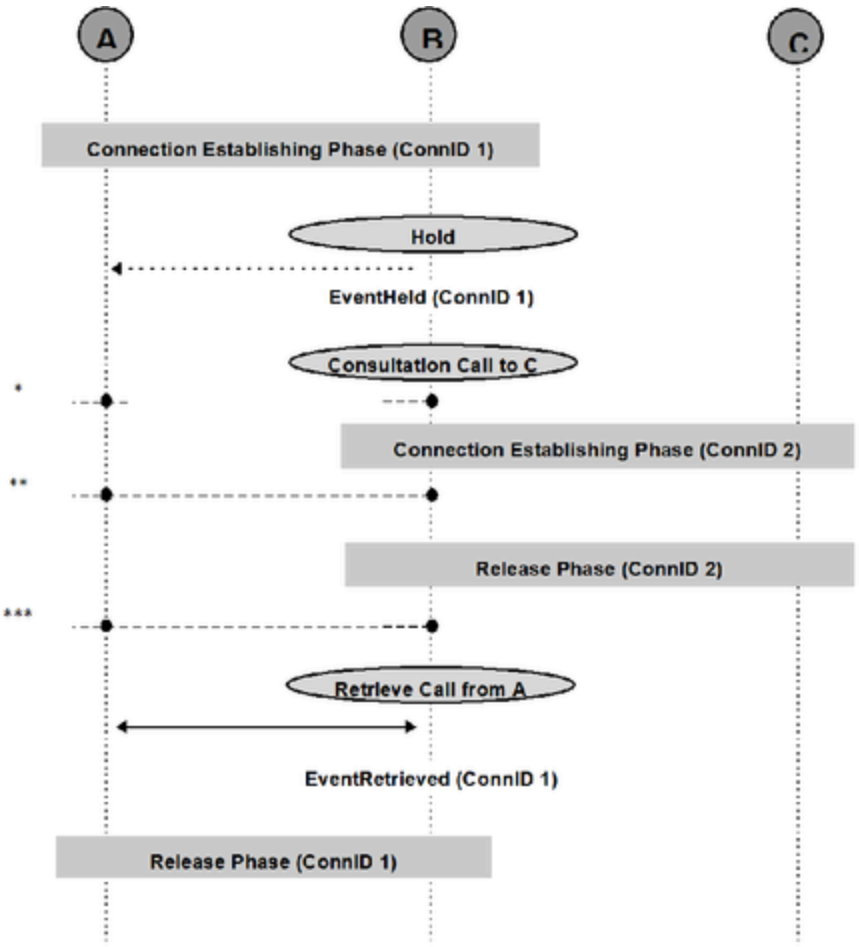
Note the following comments in the call models:

*OPT—Optional.

*DIAL—May be a dialed number or is not present if T-Server has no information about the other party.

Hold/Retrieve Function, Consulted Party Answers

The following graphic and table describe the hold/retrieve function, when the consulted party answers.



Hold/Retrieve Function, Consulted Party Answers

PARTY A	PARTY B	PARTY C
Call-Establishing Phase (ConnID 1)		
	Hold (THoldCall)	
	EventHeld ConnID **1** ThisDN **B** OtherDN **A**	
	Make Call to C (Consultation) (TMakeCall)	
Call-Establishing Phase (ConnID 2)		

PARTY A	PARTY B	PARTY C
Release Phase (ConnID 2)		
	Retrieve Call from A (TRetrieveCall)	
	EventRetrieved [a] ConnID **1** ThisDN **B** OtherDN **A** CallState **OK**	
Release Phase (ConnID 1)		

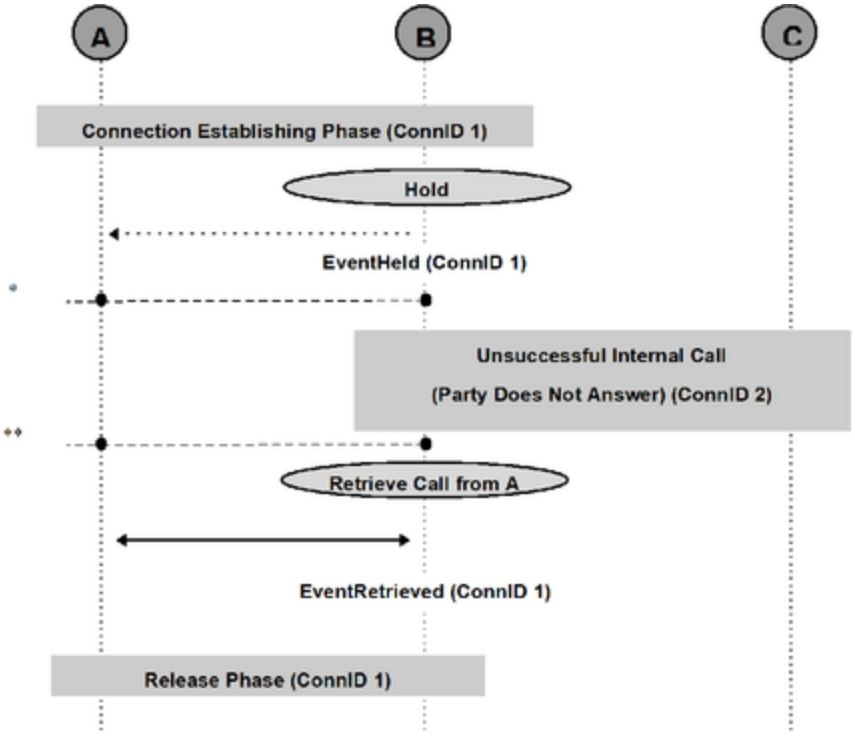
a. With `EventRetrieved`, the values for attributes `ThisDNRole` and `ThisQueue` are the same as those for the attributes of the same names, if any, in the events preceding `EventRetrieved` (`EventEstablished` and `EvenRinging`). For non-ACD calls, however, `ThisQueue` is not reported.

Abnormal Call Flow

Interruption Point	PARTY A	PARTY B
*	**EventReleased** ConnID **1** ThisDN **A** OtherDN **B** CallState **OK**	**EventReleased** ConnID **1** ThisDN **B** OtherDN **A** CallState **OK**
**	**EventReleased** ConnID **1** ThisDN **A** OtherDN **B** CallState **OK**	**EventReleased** ConnID **1** ThisDN **B** OtherDN **A** CallState **OK**
***	**EventReleased** ConnID **1** ThisDN **A** OtherDN **B** CallState **OK**	**EventReleased** ConnID **1** ThisDN **B** OtherDN **A** CallState **OK**

Hold/Retrieve Function, Consulted Party Does Not Answer

The following graphic and table describe the hold/retrieve function, when the consulted party does not answer.



Hold/Retrieve Function, Consulted Party Does Not Answer

PARTY A	PARTY B	PARTY C
Call-Establishing Phase (ConnID 1)		
	Hold (THoldCall)	
	EventHeld ConnID **1** ThisDN **B** OtherDN **A**	
Unsuccessful Internal Call (Party Does Not Answer) (ConnID 2)		
	Retrieve Call from A (TRetrieveCall)	
	EventRetrieved [a] ConnID **1** ThisDN **B** OtherDN **A** CallState **OK**	
Release Phase (ConnID 1)		

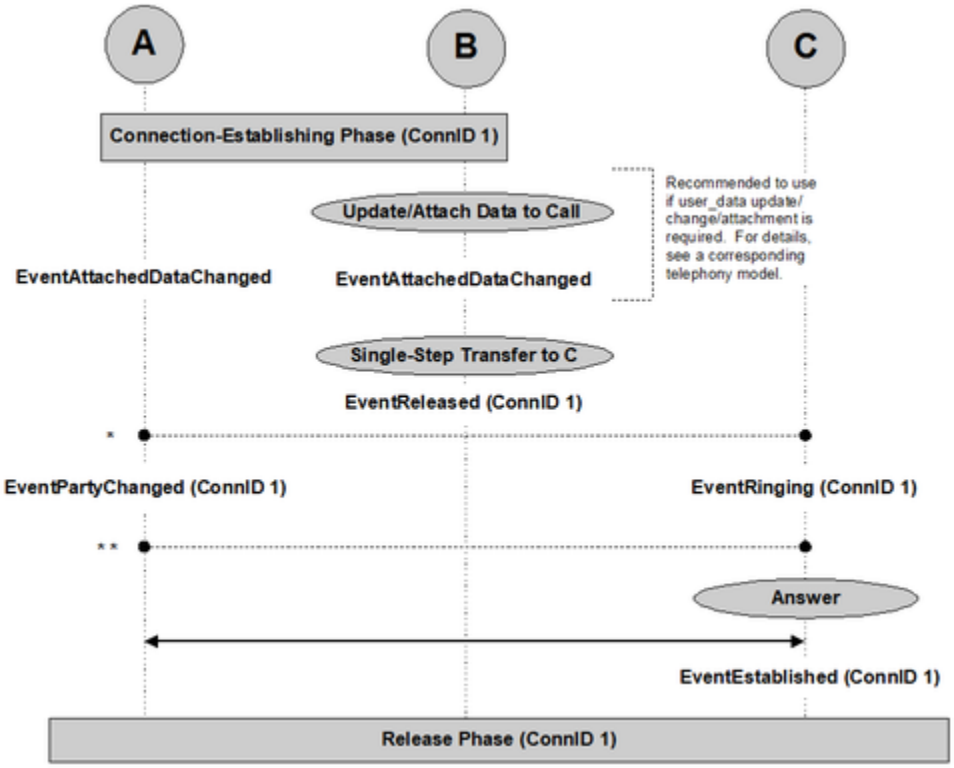
a. With EventRetrieved, the values for attributes ThisDNRole and ThisQueue are the same as those for the attributes of the same names, if any, in the events preceding EventRetrieved (EventEstablished and EvenRinging). For non-ACD calls, however, ThisQueue is not reported.

Abnormal Call Flow

Interruption Point	PARTY A	PARTY B
*	**EventReleased** ConnID **1** ThisDN **A** OtherDN **B** CallState **OK**	**EventReleased** ConnID **1** ThisDN **B** OtherDN **A** CallState **OK**
**	**EventReleased** ConnID **1** ThisDN **A** OtherDN **B** CallState **OK**	**EventReleased** ConnID **1** ThisDN **B** OtherDN **A** CallState **OK**

Single-Step Transfer

The following graphic and table describe a single-step transfer.



Single-Step Transfer

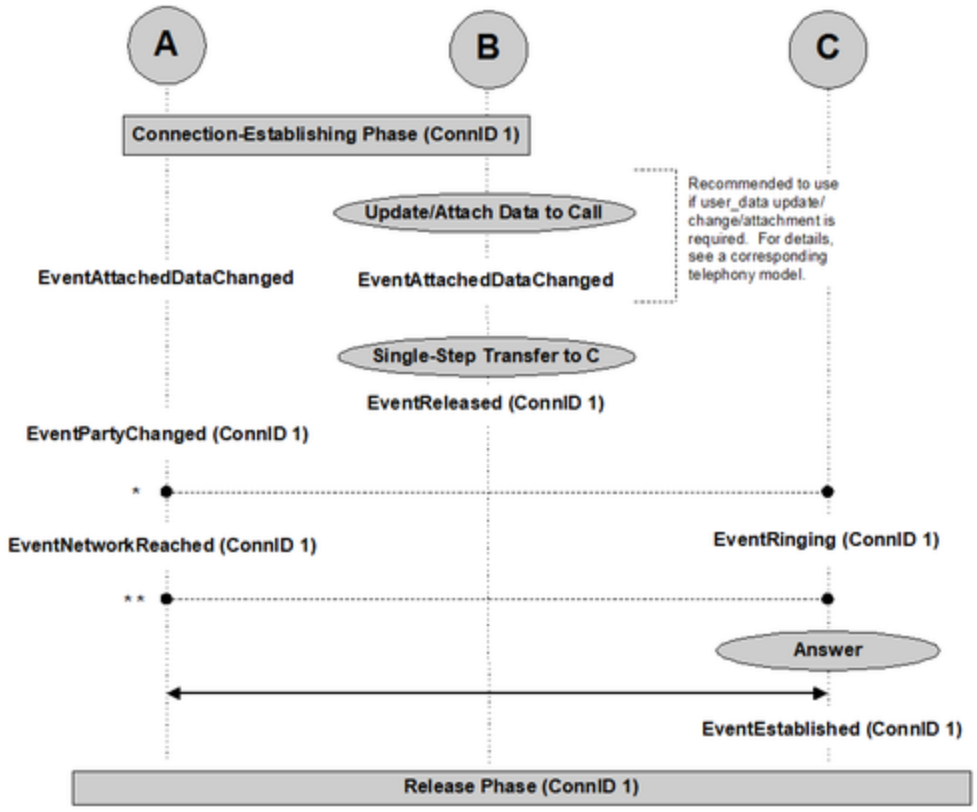
PARTY A	PARTY B	PARTY C
Call-Establishing Phase (ConnID 1)		
	Single-Step Transfer to C (TSingleStepTransfer)	
EventPartyChanged ConnID **1** PreviousConnID **1** ThisDN **A** OtherDN **C** ThirdPartyDN **B** ThirdPartyDNRole **TransferredBy** CallState **Transferred**	**EventReleased** ConnID **1** ThisDN **B** ThirdPartyDN **C** OtherDN **A** CallState **Transferred** Cause **1stepTransfer**	**EventRinging** ConnID **1** ThisDN **C** OtherDN **A** ThirdPartyDN **B** ThirdPartyDNRole **TransferredBy** CallState **Transferred**
		Answer (TAnswerCall)
		EventEstablished ConnID **1** ThisDN **C** OtherDN **A**

Abnormal Call Flow

Interruption Point	PARTY A	PARTY B	PARTY C
*	**EventReleased** ConnID **1** ThisDN **A** OtherDN **C** CallState **OK**		
**	**EventReleased** ConnID **1** ThisDN **A** OtherDN **C** CallState **OK**		**EventAbandoned** ConnID **1** ThisDN **C** OtherDN **A** CallState **OK**

Single-Step Transfer (Outbound)

The following graphic and table describe a single-step transfer (outbound).



Single-Step Transfer (Outbound)

PARTY A	PARTY B	PARTY C
Call-Establishing Phase (ConnID 1)		
	Single-Step Transfer to C (TSingleStepTransfer)	
EventPartyChanged ConnID **1** PreviousConnID **1** ThisDN **A** OtherDN **C** ThirdPartyDN **B** ThirdPartyDNRole **TransferredBy** CallState **Transferred** **EventNetworkReached** ConnID **1** ThisDN **A** OtherDN **C** *DIAL OtherDNRole **Destination** *DIAL	**EventReleased** ConnID **1** ThisDN **B** ThirdPartyDN **C** OtherDN **A** CallState **Transferred** Cause **1stepTransfer**	**EventRinging** ConnID **1** ThisDN **C** OtherDN **A** ThirdPartyDN **B** ThirdPartyDNRole **TransferredBy** CallState **Transferred**
		Answer (TAnswerCall)
		EventEstablished

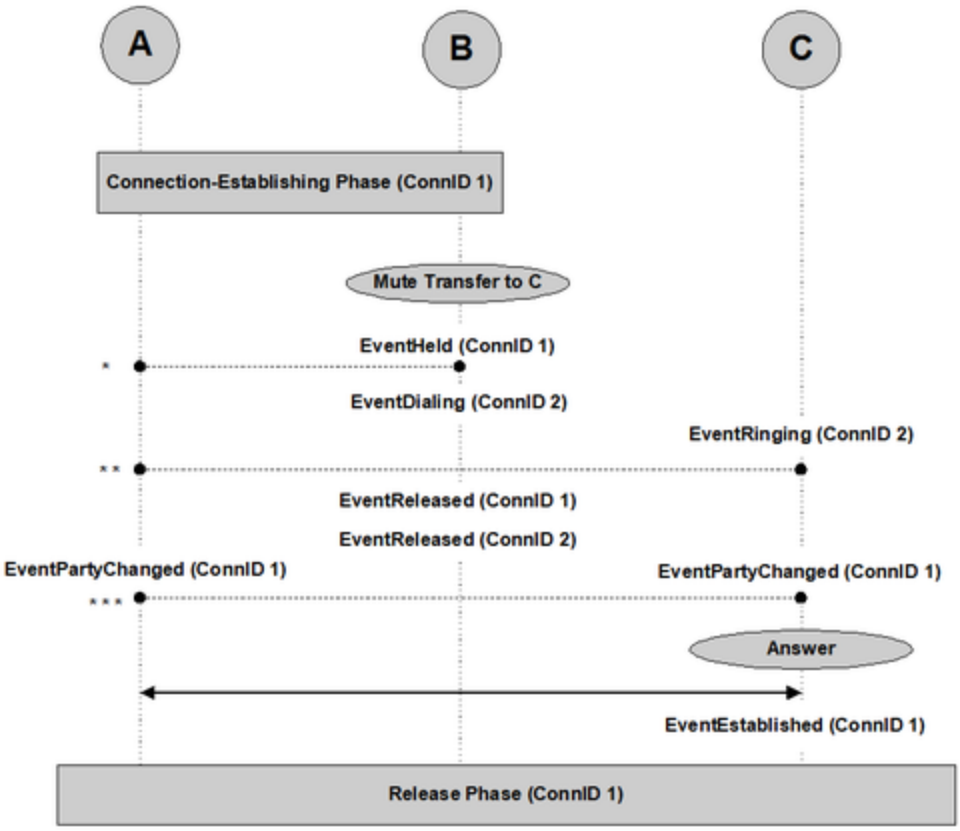
PARTY A	PARTY B	PARTY C
		ConnID **1** ThisDN **C** OtherDN **A**

Abnormal Call Flow

Interruption Point	PARTY A	PARTY B	PARTY C
*	**EventReleased** ConnID **1** ThisDN **A** OtherDN **C** CallState **OK**		
**	**EventReleased** ConnID **1** ThisDN **A** OtherDN **C** CallState **OK**		**EventAbandoned** ConnID **1** ThisDN **C** OtherDN **A** CallState **OK**

Mute Transfer

The following graphic and table describe a mute transfer.



Mute Transfer

PARTY A	PARTY B	PARTY C
Call-Establishing Phase (ConnID 1)		
	Mute Transfer to C (TMuteTransfer*)	
	EventHeld ConnID **1** ThisDN **B** OtherDN **A**	
	EventDialing ConnID **2** ThisDN **B** ThisDNRole **Origination** OtherDN **C** OtherDNRole **Destination**	**EventRinging** ConnID **2** ThisDN **C** ThisDNRole **Destination** OtherDN **B** OtherDNRole **Origination** CallState **OK**
EventPartyChanged ConnID **1** PreviousConnID **1**	**EventReleased** ConnID **1** ThisDN **B**	**EventPartyChanged** ConnID **1** PreviousConnID **2**

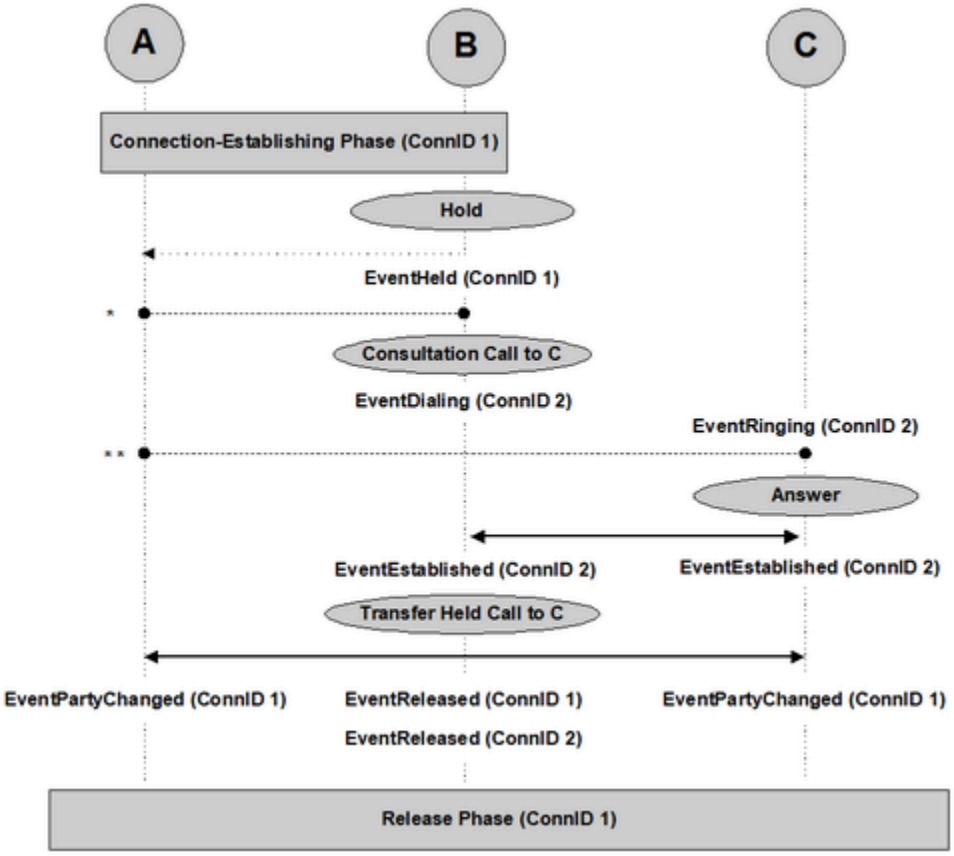
PARTY A	PARTY B	PARTY C
ThisDN **A** OtherDN **C** ThirdPartyDN **B** ThirdPartyDNRole **TransferredBy** CallState **Transferred**	OtherDN **A** CallState **Transferred** **EventReleased** ConnID **2** ThisDN **B** ThisDNRole **Origination** OtherDN **C** OtherDNRole **Destination** CallState **Transferred**	ThisDN **C** OtherDN **A** ThirdPartyDN **B** ThirdPartyDNRole **TransferredBy** CallState **Transferred**
		Answer (TAnswerCall)
		EventEstablished ConnID **1** ThisDN **C** OtherDN **A**
Release Phase (ConnID 1)		

Abnormal Call Flow

Interruption Point	PARTY A	PARTY B	PARTY C
*	**EventReleased** ConnID **1** ThisDN **A** OtherDN **B** CallState **OK**	**EventReleased** ConnID **1** ThisDN **B** OtherDN **A** CallState **OK**	
**	**EventReleased** ConnID **1** ThisDN **A** OtherDN **C** CallState **OK**	**EventReleased** ConnID **1** ThisDN **B** OtherDN **A** CallState **OK** **EventReleased** ConnID **2** ThisDN **B** OtherDN **C** CallState **OK**	**EventAbandoned** ConnID **2** ThisDN **C** OtherDN **B** CallState **OK**
***	**EventReleased** ConnID **1** ThisDN **B** OtherDN **C** CallState **OK**		**EventAbandoned** ConnID **1** ThisDN **C** OtherDN **B** CallState **OK**

Two-Step Transfer: Complete After Consulted Party Answers

The following graphic and table describe a two-step transfer: complete after the consulted party answers.



Two-Step Transfer (Complete After Consulted Party Answers)

PARTY A	PARTY B	PARTY C
	Call-Establishing Phase (ConnID 1)	
	Hold (TInitiateTransfer*)	
	EventHeld ConnID **1** ThisDN **B** OtherDN **A**	
	Consultation Call to C **(TInitiateTransfer continues)**	

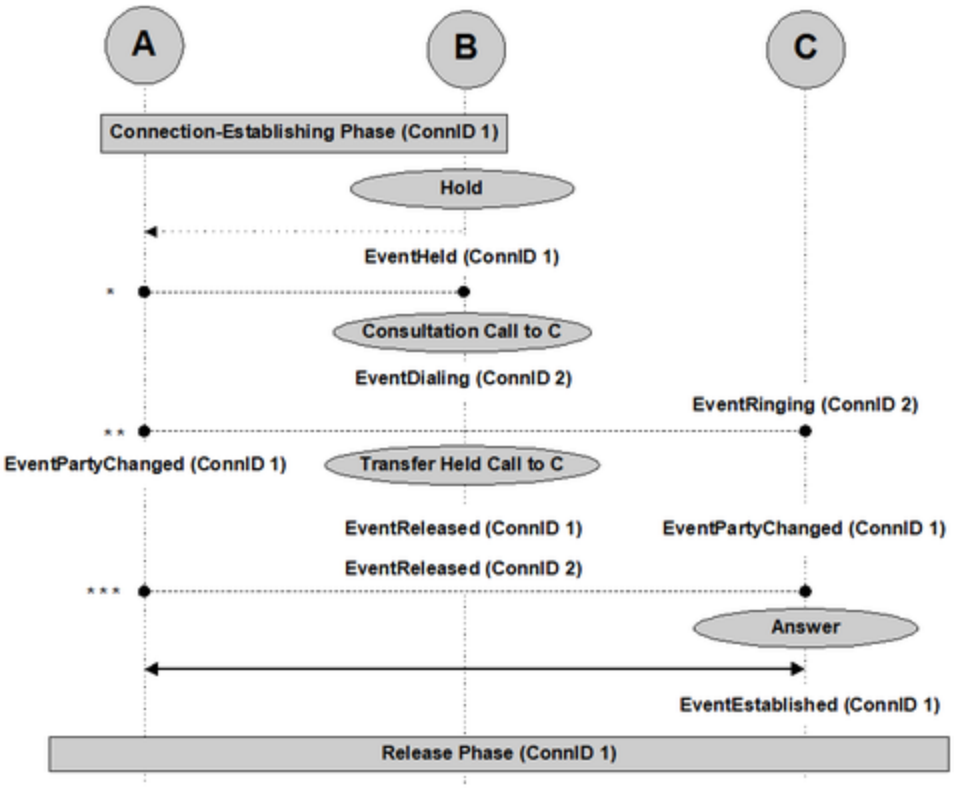
PARTY A	PARTY B	PARTY C
Call-Establishing Phase (ConnID 2)		
	Transfer Held Call to C (TCompleteTransfer)	
EventPartyChanged ConnID **1** PreviousConnID **1** ThisDN **A** OtherDN **C** ThirdPartyDN **B** ThirdPartyDNRole **TransferredBy** CallState **Transferred**	**EventReleased** ConnID **1** ThisDN **B** OtherDN **A** CallState **Transferred** **EventReleased** ConnID **2** ThisDN **B** OtherDN **C** CallState **Transferred**	**EventPartyChanged** ConnID **1** PreviousConnID **2** ThisDN **C** OtherDN **A** ThirdPartyDN **B** ThirdPartyDNRole **TransferredBy** CallState **Transferred**
Release Phase (ConnID 1)		

Abnormal Call Flow

Interruption Point	PARTY A	PARTY B	PARTY C
*	**EventReleased** ConnID **1** ThisDN **A** OtherDN **B** CallState **OK**	**EventReleased** ConnID **1** ThisDN **B** OtherDN **A** CallState **OK**	
**	**EventReleased** ConnID **1** ThisDN **A** OtherDN **B** CallState **OK**	**EventReleased** ConnID **1** ThisDN **B** OtherDN **A** CallState **OK** **EventReleased** ConnID **2** ThisDN **B** OtherDN **C** CallState **OK**	**EventAbandoned** ConnID **2** ThisDN **C** OtherDN **B** CallState **OK**

Two-Step Transfer: Complete Before Consulted Party Answers (Blind)

The following graphic and table describe a two-step transfer: complete before the consulted party answers (blind).



Two-Step Transfer: Complete Before Consulted Party Answers (Blind)

PARTY A	PARTY B	PARTY C
	Call-Establishing Phase (ConnID 1)	
	Hold (TInitiateTransfer)	
	EventHeld ConnID **1** ThisDN **B** OtherDN **A**	
	Consultation Call to C **(TInitiateTransfer continues)**	
	EventDialing ConnID **2** ThisDN **B** ThisDNRole **Origination** OtherDN **C** *DIAL OtherDNRole **Destination** *DIAL	**EventRinging** ConnID **2** ThisDN **C** ThisDNRole **Destination** OtherDN **B** OtherDNRole **Origination** CallState **OK**
	Transfer Held Call to C	

PARTY A	PARTY B	PARTY C
	(TCompleteTransfer)	
EventPartyChanged ConnID **1** PreviousConnID **1** ThisDN **A** OtherDN **C** ThirdPartyDN **B** ThirdPartyDNRole **TransferredBy** CallState **Transferred**	**EventReleased** ConnID **1** ThisDN **B** OtherDN **A** CallState **Transferred** **EventReleased** ConnID **2** ThisDN **B** OtherDN **C** CallState **Transferred**	**EventPartyChanged** ConnID **1** PreviousConnID **2** ThisDN **C** OtherDN **A** ThirdPartyDN **B** ThirdPartyDNRole **TransferredBy** CallState **Transferred**
		Answer (TAnswerCall)
		EventEstablished ConnID **1** ThisDN **C** OtherDN **A**
Release Phase (ConnID 1)		

> **Important**
>
> If a call appears on the terminating party after transfer completion, the `ConnID` field of `EventRinging` is equal to the connection ID of the original call (`ConnID 1`), and `EventPartyChanged` is not generated.

Abnormal Call Flow

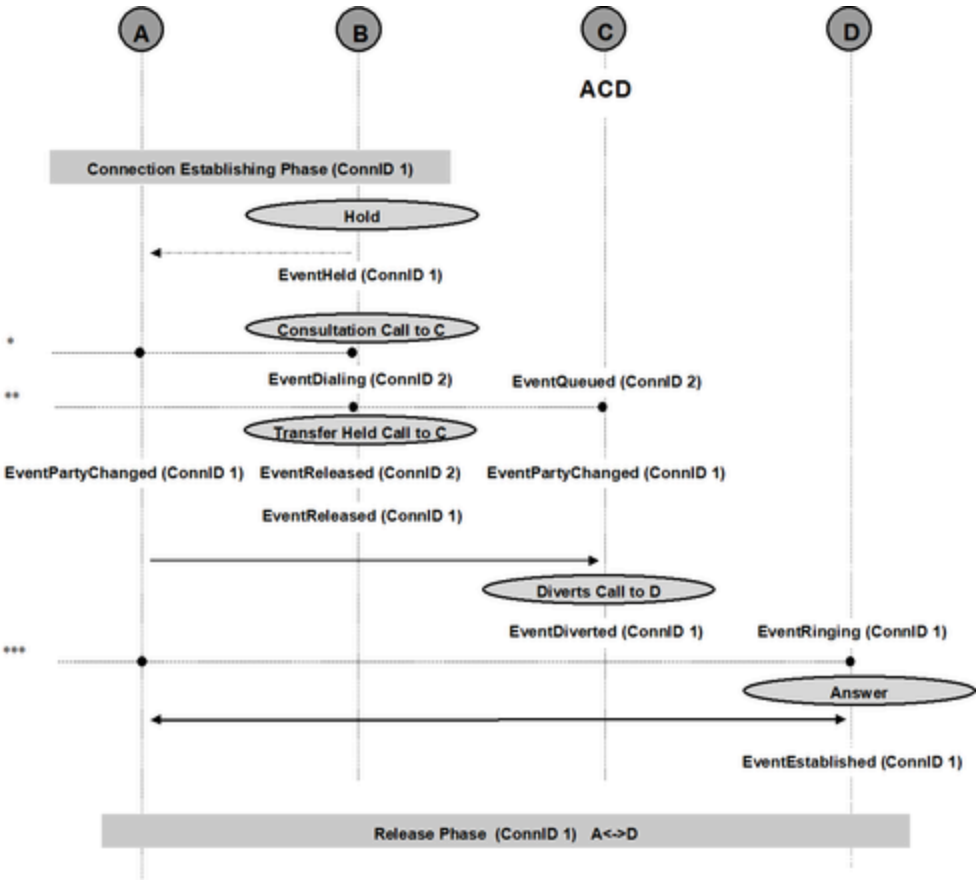
Interruption Point	PARTY A	PARTY B	PARTY C
*	**EventReleased** ConnID **1** ThisDN **A** OtherDN **B** CallState **OK**	**EventReleased** ConnID **1** ThisDN **B** OtherDN **A** CallState **OK**	
**	**EventReleased** ConnID **1** ThisDN **A** OtherDN **B** CallState **OK**	**EventReleased** ConnID **1** ThisDN **B** OtherDN **A** CallState **OK** **EventReleased** ConnID **2** ThisDN **B**	**EventAbandoned** ConnID **2** ThisDN **C** OtherDN **B** CallState **OK**

Interruption Point	PARTY A	PARTY B	PARTY C
		OtherDN **C** CallState **OK**	
***	**EventReleased** ConnID **1** ThisDN **A** OtherDN **C** CallState **OK**		**EventAbandoned** ConnID **1** ThisDN **C** OtherDN **A** CallState **OK**

Two-Step Transfer to ACD

> ### Important
> Two-step transfer to ACD means that a call is waiting in a queue, and the transfer completed before any ACD agent is available to receive the call.

The following graphic and table describe a two-step transfer to ACD.



Two-Step Transfer to ACD

PARTY A	PARTY B	PARTY C (ACD)	PARTY D
	Call-Establishing Phase (ConnID 1)		
	Hold (TInitiateTransfer)		
	EventHeld ConnID **1** ThisDN **B** OtherDN **A**		
	Consultation Call to C **(TInitiateTransfer continues)**		
	EventDialing ConnID **2** ThisDN **B** OtherDN **C** *DIAL	**EventQueued** ConnID **2** ThisDN **C** ThisQueue **C** OtherDN **B**	

PARTY A	PARTY B	PARTY C (ACD)	PARTY D
	Transfer Held Call to C (TCompleteTransfer)		
EventPartyChanged ConnID **1** PreviousConnID **1** ThisDN **A** OtherDN **C** ThirdPartyDN **B** ThirdPartyDNRole **TransferredBy** CallState **Transferred**	**EventReleased** ConnID **2** ThisDN **B** ThisDNRole **Origination** OtherDN **C** OtherDNRole **Destination** CallState **Transferred** **EventReleased** ConnID **1** ThisDN **B** OtherDN **A** CallState **Transferred**	**EventPartyChanged** ConnID **1** PreviousConnID **2** ThisDN **C** ThisQueue **C** OtherDN **A** ThirdPartyDN **B** ThirdPartyDNRole **TransferredBy** CallState **Transferred**	
		Diverts Call to D	
		EventDiverted ConnID **1** ThisDN **C** OtherDN **A** ThirdPartyDN **C** *OPT ThirdPartyDNRole **Destination** *OPT	**EventRinging** ConnID **1** ThisDN **D** ThisQueue **C** OtherDN **A** CallState **OK**
			Answer (TAnswerCall)
			EventEstablished ConnID **1** ThisDN **D** ThisQueue **C** OtherDN **A** CallState **OK**
Release Phase (ConnID 1)			

> **Important**
>
> If a call transfer is completed before it is put in an ACD queue, an `EventPartyChanged` is not generated.

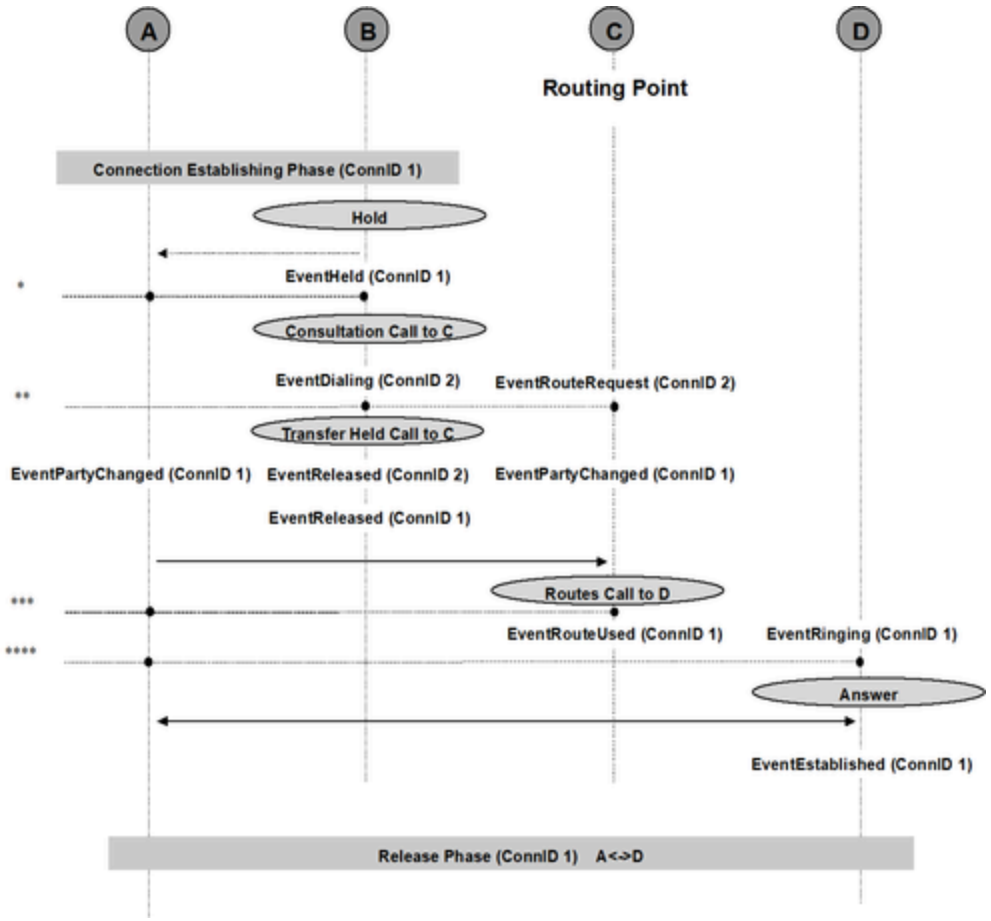
Abnormal Call Flow

Interruption Point	PARTY A	PARTY B	PARTY C	PARTY D
*	**EventReleased**	**EventReleased**		

Interruption Point	PARTY A	PARTY B	PARTY C	PARTY D
	ConnID **1** ThisDN **A** OtherDN **B** CallState **OK**	ConnID **1** ThisDN **B** OtherDN **A** CallState **OK**		
**	**EventReleased** ConnID **1** ThisDN **A** OtherDN **B** CallState **OK**	**EventReleased** ConnID **1** ThisDN **B** OtherDN **A** CallState **OK** **EventReleased** ConnID **2** ThisDN **B** OtherDN **C** CallState **OK**	**EventAbandoned** ConnID **2** ThisDN **C** OtherDN **B** CallState **OK**	
***	**EventReleased** ConnID **1** ThisDN **A** OtherDN **D** CallState **OK**			**EventAbandoned** ConnID **1** ThisDN **D** OtherDN **A** CallState **OK**

Two-Step Transfer to a Routing Point

The following graphic and table describe a two-step transfer to a routing point.



Two-Step Transfer to a Routing Point

PARTY A	PARTY B	PARTY C (ACD)	PARTY D
Call-Establishing Phase (ConnID 1)			
	Hold (TInitiateTransfer)		
	EventHeld ConnID **1** ThisDN **B** OtherDN **A**		
	Consultation Call to C **(TInitiateTransfer continues)**		
	EventDialing	**EventRouteRequest**	

PARTY A	PARTY B	PARTY C (ACD)	PARTY D
	ConnID **2** ThisDN **B** ThisDNRole **Origination** OtherDN **C** *DIAL OtherDNRole **Destination** CallType **Consult**	ConnID **2** ThisDN **C** ThisDNRole **Destination** OtherDN **B** OtherDNRole **Origination**	
	Transfer Held Call to C **(TCompleteTransfer)**		
EventPartyChanged ConnID **1** PreviousConnID **1** ThisDN **A** ThisDNRole **Origination** [a] OtherDN **C** ThirdPartyDN **B** ThirdPartyDNRole **TransferredBy** CallState **Transferred**	**EventReleased** ConnID **2** ThisDN **B** ThisDNRole **Origination** OtherDN **C** OtherDNRole **Destination** CallState **Transferred** **EventReleased** ConnID **1** ThisDN **B** ThisDNRole **Destination** OtherDN **A** CallState **Transferred**	**EventPartyChanged** ConnID **1** PreviousConnID **2** ThisDN **C** OtherDN **A** ThirdPartyDN **B** ThirdPartyDNRole **TransferredBy** CallState **Transferred**	
		Diverts Call to D	
		EventRouteUsed ConnID **1** ThisDN **C** OtherDN **A** ThirdPartyDN **D** *OPT	**EventRinging** ConnID **1** ThisDN **D** OtherDN **A** CallState **OK**
			Answer (TAnswerCall)
			EventEstablished ConnID **1** ThisDN **D** OtherDN **A**
Call-Establishing Phase (ConnID 1)			

a. `ThisDNRole` must be Destination if party B is the call originator.

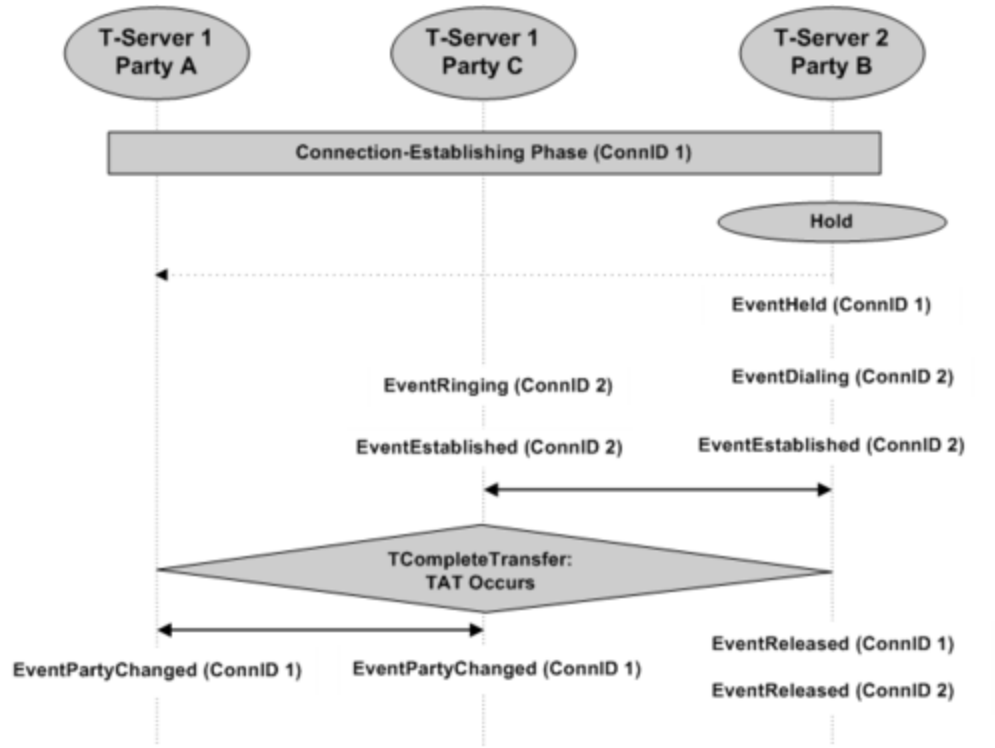
Abnormal Call Flow

Interruption Point	PARTY A	PARTY B	PARTY C	PARTY D
*	**EventReleased** ConnID **1**	**EventReleased** ConnID **1**		

Interruption Point	PARTY A	PARTY B	PARTY C	PARTY D
	ThisDN **A** OtherDN **B** CallState **OK**	ThisDN **B** OtherDN **A** CallState **OK**		
**	**EventReleased** ConnID **1** ThisDN **A** OtherDN **B** CallState **OK**	**EventReleased** ConnID **1** ThisDN **B** OtherDN **A** CallState **OK** **EventReleased** ConnID **2** ThisDN **B** OtherDN **C** CallState **OK**	**EventAbandoned** ConnID **2** ThisDN **C** OtherDN **B** CallState **OK**	
***	**EventReleased** ConnID **1** ThisDN **A** OtherDN **C** CallState **OK**		**EventAbandoned** ConnID **1** ThisDN **C** OtherDN **A** CallState **OK**	
****	**EventReleased** ConnID **1** ThisDN **A** OtherDN **D** CallState **OK**			**EventAbandoned** ConnID **1** ThisDN **D** OtherDN **A** CallState **OK**

Trunk Optimization: Trunk Anti-Tromboning

Trunk optimization: trunk anti-tromboning (TAT) scenarios apply to functionality available from certain Nortel switches and are very similar to the case of Two-Step Transfer: Complete After Consulted Party Answers. The following graphic identifies the call model used by T-Servers to indicate a TAT event.



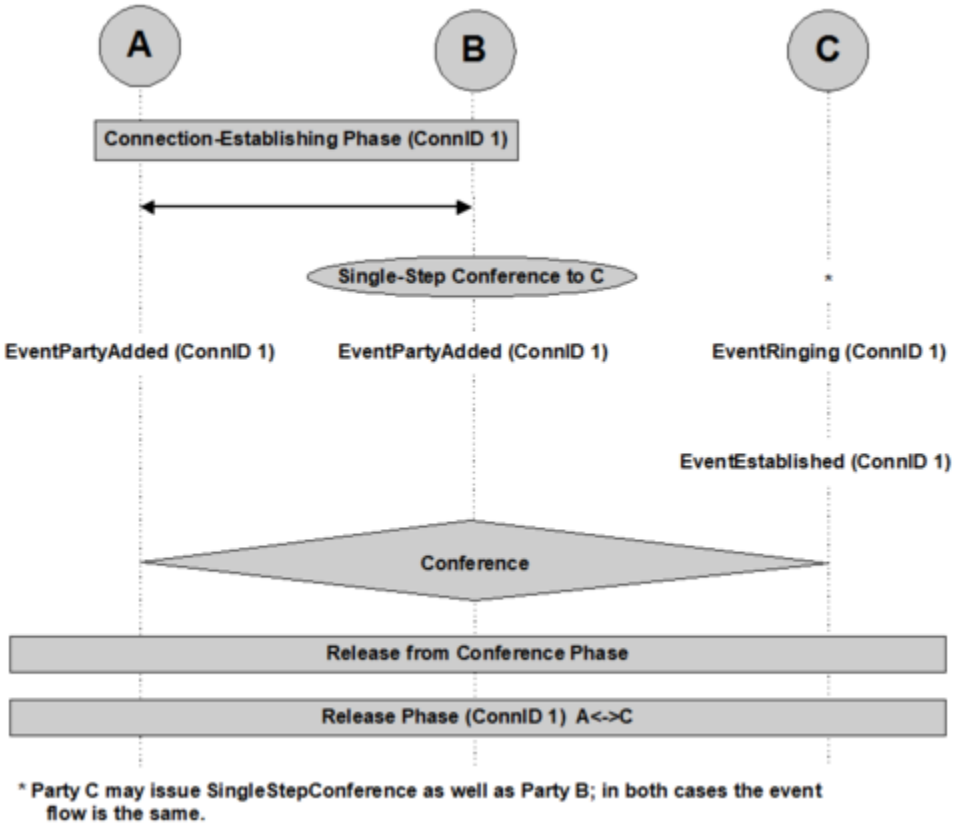
Trunk Optimization: Trunk Anti-Tromboning

T-Server 1 PARTY A	T-Server 1 PARTY C	T-Server 2 PARTY B
Call-Establishing Phase (ConnID 1)		
		Hold (TInitiateTransfer to C)
		EventHeld ConnID **1** ThisDN **B** OtherDN **A**
	EventRinging ConnID **2** ThisDN **C** OtherDN **B**	**EventDialing** ConnID **2** ThisDN **B** OtherDN **C**
	EventEstablished ConnID **2** ThisDN **C** OtherDN **B**	**EventEstablished** ConnID **2** ThisDN **B** OtherDN **C**
		TCompleteTransfer

T-Server 1 PARTY A	T-Server 1 PARTY C	T-Server 2 PARTY B
	Trunk Optimization Occurs	
EventPartyChanged ConnID **1** ThisDN **A** OtherDN **C** ThirdPartyDN **B** CallState **RemoteRelease**	**EventPartyChanged** ConnID **1** PreviousConnID **2** ThisDN **C** OtherDN **A** ThirdPartyDN **B** CallState **RemoteRelease**	**EventReleased** ConnID **1** ThisDN **B** OtherDN **A** CallState **Transferred** **EventReleased** ConnID **2** ThisDN **B** OtherDN **C** CallState **Transferred**

Single-Step Conference

The following graphic and table describe a single-step conference.



Single-Step Conference

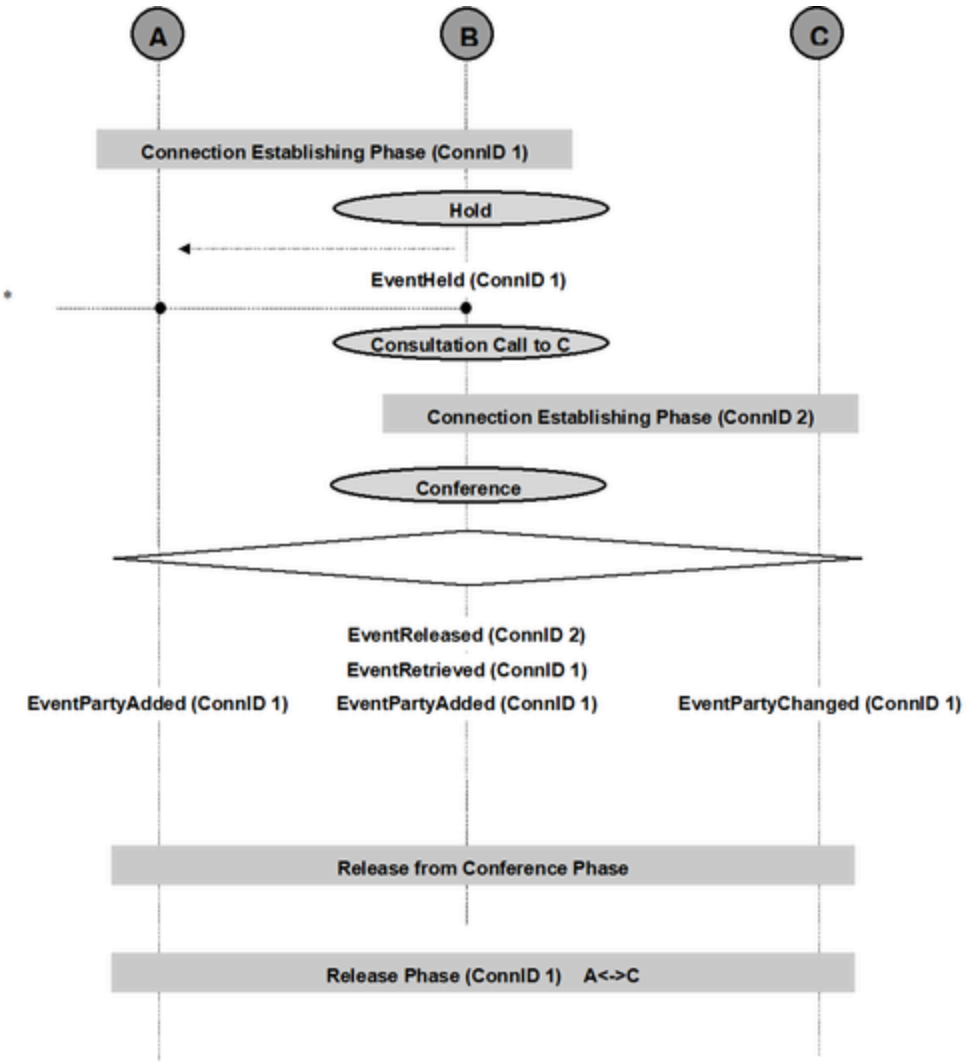
PARTY A	PARTY B	PARTY C
Call-Establishing Phase (ConnID 1)		
	TSingleStepConference	
EventPartyAdded ConnID **1** ThisDN **A** OtherDN **C** ThirdPartyDN **B** [a]	**EventPartyAdded** ConnID **1** ThisDN **B** OtherDN **C** ThirdPartyDN **B** [a]	**EventRinging** ConnID **1** ThisDN **C** ThisDNRole **ConferenceMember** CallState **OK**
		EventEstablished ConnID **1** ThisDN **C** ThisDNRole **ConferenceMember** CallState **Conferenced**
Release from Conference Phase		
Release Phase (ConnID 1)		

a. `ThirdPartyDN` has a value of C if Party C initiates the request for a conference.

Conference

The following graphic and table describe a conference.

> **Important**
>
> This call model applies to two types of conferences: Two-Step Conference and Conference with Calls Merge.



Conference

PARTY A	PARTY B	PARTY C
Call-Establishing Phase (ConnID 1)		
	Hold (See Application Activities for Different Types of Conference.)	
	EventHeld ConnID **1** ThisDN **B** ThisDNRole **Previous Role of DN** OtherDN **A**	

PARTY A	PARTY B	PARTY C
	OtherDNRole **Previous Role of DN**	
	Consultation Call to C **(See Application Activities for Different Types of Conference.)**	
Call-Establishing Phase (ConnID 2)		
	Conference (See Application Activities for Different Types of Conference.)	
EventPartyAdded ConnID **1** ThisDN **A** OtherDN **C** ThirdPartyDN **B** ThirdPartyDNRole **AddedBy** CallState **Conferenced**	**EventReleased** ConnID **2** ThisDN **B** OtherDN **C** CallState **Conferenced** **EventRetrieved** [a] ConnID **1** ThisDN **B** OtherDN **A** CallState **Conferenced** **EventPartyAdded** ConnID **1** ThisDN **B** OtherDN [b] **C** OtherDNRole **NewParty** ThirdPartyDN **B** ThirdPartyDNRole **AddedBy** CallState **Conferenced**	**EventPartyChanged** ConnID **1** PreviousConnID **2** ThisDN **C** ThirdPartyDN **B** ThirdPartyDNRole **ConferencedBy** CallState **Conferenced**
Release from Conference Phase		
Release Phase (ConnID 1)		

a. With `EventRetrieved`, the values for attributes `ThisDNRole` and `ThisQueue` are the same as those for the attributes of the same names, if any, in the events preceding `EventRetrieved` (`EventEstablished` and `EvenRinging`). For non-ACD calls, however, `ThisQueue` is not reported. b. If only one party is added (as in the case of a simple conference call), the corresponding telephony object is specified in OtherDN. If more than one party is added, then the corresponding telephony objects are specified in `Extensions`.

Abnormal Call Flow

Interruption Point	PARTY A	PARTY B
*	**EventReleased**	**EventReleased**

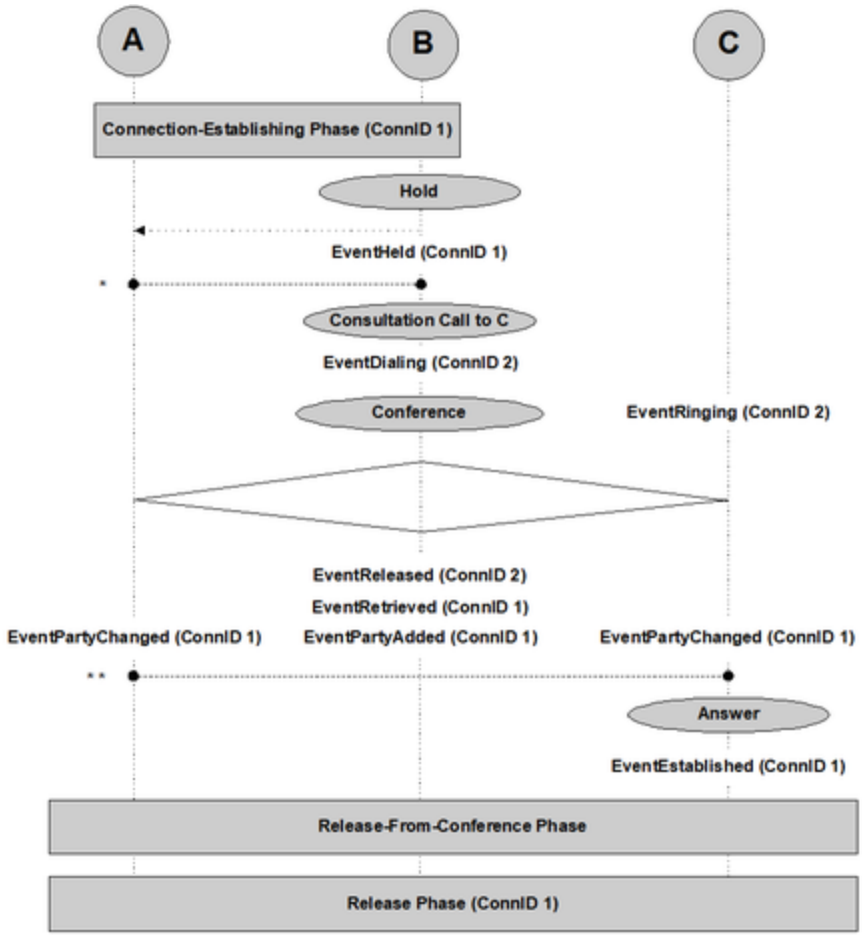
Interruption Point	PARTY A	PARTY B
	ConnID **1** ThisDN **A** OtherDN **B** CallState **OK**	ConnID **1** ThisDN **B** OtherDN **A** CallState **OK**

Application Activities for Different Types of Conference

Call Phase	Two-Step Conference	Conference with Calls Merge
HOLD	TInitiateConference	THoldCall
CONSULTATION CALL		TMakeCall
CONFERENCE	TCompleteConference	TMergeCalls

Blind Conference (Complete Before Consulted Party Answers)

The following graphic and table describe a blind conference (complete before the consulted party answers).



Blind Conference (Complete Before Consulted Party Answers)

PARTY A	PARTY B	PARTY C
Call-Establishing Phase (ConnID 1)		
	Hold (See Application Activities for Different Types of Conference.)	
	EventHeld ConnID **1** ThisDN **B** OtherDN **A**	
	Consultation Call to C **(See Application Activities for Different Types of Conference.)**	

PARTY A	PARTY B	PARTY C
	EventDialing ConnID **2** ThisDN **B** ThisDNRole **Origination** OtherDN **C** *DIAL OtherDNRole **Destination** *DIAL CallType **Consult**	**EventRinging** ConnID **2** ThisDN **C** ThisDNRole **Destination** OtherDN **B** OtherDNRole **Origination** CallType **Consult**
	Conference (See Application Activities for Different Types of Conference.)	
EventPartyAdded ConnID **1** ThisDN **A** OtherDN **C** ThirdPartyDN **B** ThirdPartyDNRole **AddedBy** CallState **Conferenced**	**EventReleased** ConnID **2** ThisDN **B** OtherDN **C** CallState **Conferenced** **EventRetrieved** [a] ConnID **1** ThisDN **B** OtherDN **A** CallState **Conferenced** **EventPartyAdded** ConnID **1** ThisDN **B** OtherDN **C** ThirdPartyDN **B** ThirdPartyDNRole **AddedBy** CallState **Conferenced**	**EventPartyChanged** ConnID **1** PreviousConnID **2** ThisDN **C** ThirdPartyDN **B** ThirdPartyDNRole **ConferencedBy** CallState **Conferenced**
		Answer (TAnswerCall)
		EventEstablished ConnID **1** ThisDN **C** CallState **Conferenced**
Release from Conference Phase		
Release Phase (ConnID 1)		

a. With EventRetrieved, the values for attributes ThisDNRole and ThisQueue are the same as those for the attributes of the same names, if any, in the events preceding EventRetrieved (EventEstablished and EventRinging). For non-ACD calls, however, ThisQueue is not reported.

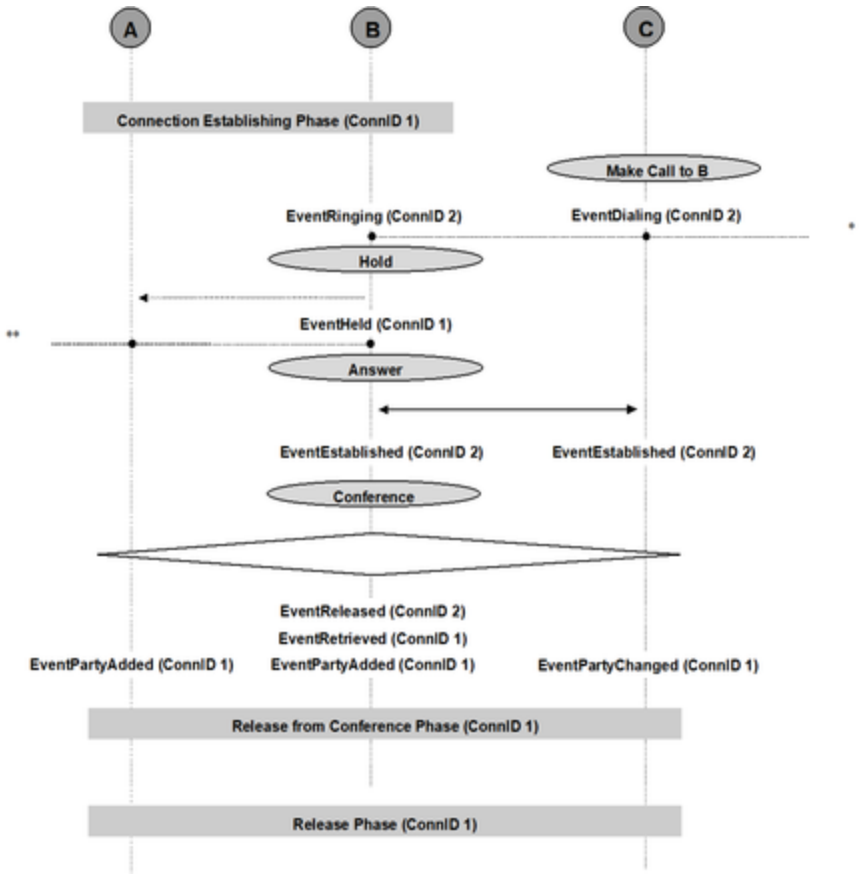
> **Important**
>
> If a call appears on the terminating party after completion of conference, the ConnID field of EventRinging is equal to the connection ID of the original call (ConnID 1), and EventPartyChanged is not generated.

Abnormal Call Flow

Interruption Point	PARTY A	PARTY B	PARTY C
*	**EventReleased** ConnID **1** ThisDN **A** OtherDN **B** CallState **OK**	**EventReleased** ConnID **1** ThisDN **B** OtherDN **A** CallState **OK**	
**	**EventReleased** ConnID **1** ThisDN **A** OtherDN **B** *DIAL CallState **OK**	**EventPartyDeleted** ConnID **1** ThisDN **B** OtherDN **A** OtherDNRole **DeletedParty** ThirdPartyDN **A** ThirdPartyDNRole **DeletedBy** CallState **OK**	

Conference with Two Incoming Calls Using TMergeCalls

The following graphic and table describe a conference with two incoming calls using `TMergeCalls`.



Conference with Two Incoming Calls Using TMergeCalls

PARTY A	PARTY B	PARTY C
Call-Establishing Phase (ConnID 1)		
		Make Call to B (TMakeCall)
	EventRinging ConnID **2** ThisDN **B** ThisDNRole **Destination** OtherDN **C** OtherDNRole **Origination** CallState **OK**	**EventDialing** ConnID **2** ThisDN **C** ThisDNRole **Origination** OtherDN **B** *DIAL OtherDNRole **Destination**
	Place A on Hold (THoldCall)	
	EventHeld ConnID **1** ThisDN **B** OtherDN **A**	

PARTY A	PARTY B	PARTY C
	Answer (TAnswerCall)	
	EventEstablished ConnID **2** ThisDN **B** ThisDNRole **Destination** OtherDN **C** OtherDNRole **Origination**	**EventEstablished** ConnID **2** ThisDN **C** ThisDNRole **Origination** OtherDN **B** OtherDNRole **Destination**
	Conference (TMergeCalls)	
EventPartyAdded ConnID **1** ThisDN **A** OtherDN **C** OtherDNRole **NewParty** ThirdPartyDN **B** ThirdPartyDNRole **AddedBy** CallState **Conferenced**	**EventReleased** ConnID **2** ThisDN **B** ThisDNRole **Destination** OtherDN **C** OtherDNRole **Origination** CallState **Conferenced** **EventRetrieved** [a] ConnID **1** ThisDN **B** OtherDN **A** CallState **Conferenced** **EventPartyAdded** ConnID **1** ThisDN **B** OtherDN **C** OtherDNRole **NewParty** ThirdPartyDN **B** ThirdPartyDNRole **AddedBy** CallState **Conferenced**	**EventPartyChanged** ConnID **1** PreviousConnID **2** ThisDN **C** ThirdPartyDN **B** ThirdPartyDNRole **ConferencedBy** CallState **Conferenced**
Release from Conference Phase		
Release Phase (ConnID 1)		

a. With `EventRetrieved`, the values for attributes `ThisDNRole` and `ThisQueue` are the same as those for the attributes of the same names, if any, in the events preceding `EventRetrieved` (`EventEstablished` and `EventRinging`). For non-ACD calls, however, `ThisQueue` is not reported.

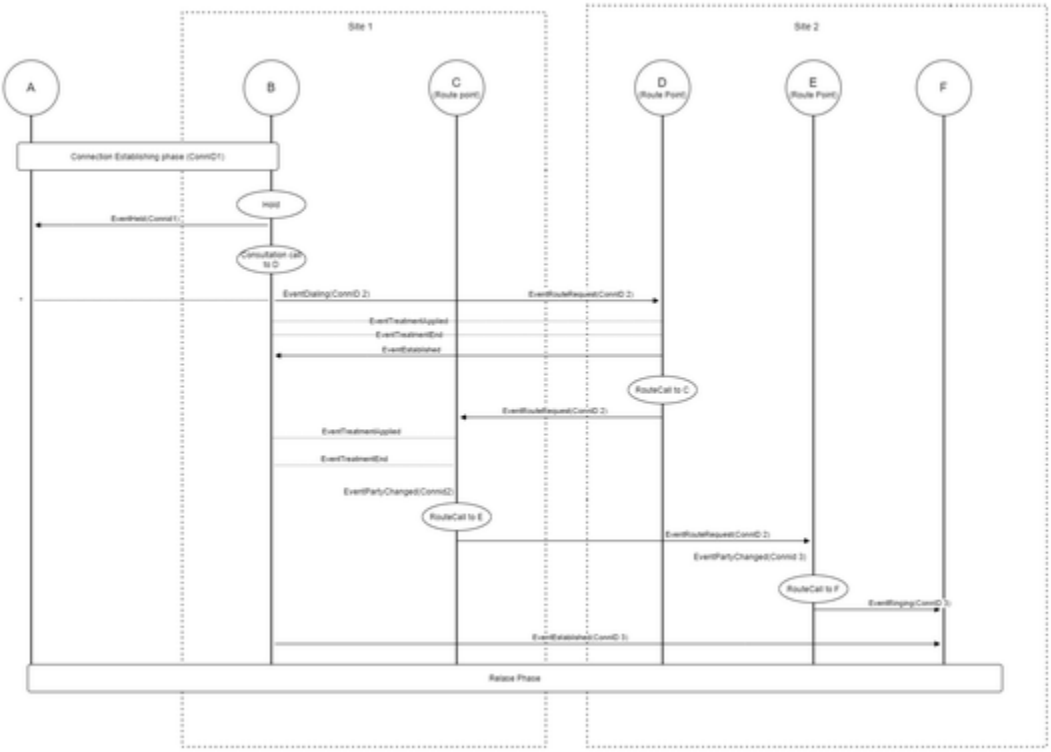
Abnormal Call Flow

Interruption Point	PARTY A	PARTY B	PARTY C
*		**EventAbandoned** ConnID **2** ThisDN **B** OtherDN **C** CallState **OK**	**EventReleased** ConnID **2** ThisDN **C** OtherDN **B** CallState **OK**
**	**EventReleased** ConnID **1**	**EventReleased** ConnID **1**	

Interruption Point	PARTY A	PARTY B	PARTY C
	ThisDN **A** OtherDN **B** CallState **OK**	OtherDN **A** CallState **OK**	

Special case: Multi-site ISCC Transfers and Conferences

The following graphic and table describe a case involving multi-site ISCC transfers and conferences, in which EventPartyChanged may contain `AttributeCallState` set to `0`.



Multi-site ISCC Transfers and Conferences

PARTY A	PARTY B	PARTY C	PARTY D	PARTY E	PARTY F
Call Establishing Phase					
	Hold (TInitiateTransfer)				
	EventHeld ConnID **1** ThisDN **B**				

PARTY A	PARTY B	PARTY C	PARTY D	PARTY E	PARTY F
	OtherDN **A**				
	Consultation call to D (TInitiateTransfer continues)				
	EventDialing ConnID **2** ThisDN **B** OtherDN **D**		**EventQueued** ConnID **2** ThisDN **D** ThisQueue **D** OtherDN **B**		
			TreatmentApplied at D		
	EventEstablished ConnID **2** ThisDN **B** OtherDN **D** CallState **OK**				
			Call Routed to C		
		EventQueued ConnID **2** ThisDN **C** ThisQueue **C** OtherDN **D**	**EventDiverted** ConnID **2** ThisDN **D** OtherDN **A** ThirdPartyDN **D** ThirdPartyDNRole **Destination**		
		TreatmentApplied at C			
		EventPartyChanged ConnID **2** ThisDN **B** OtherDN **D** CallState **Transferred**			
		Call Routed to E			
		EventDiverted ThisDN **C** OtherDN **A** ThirdPartyDN **E** ThirdPartyDNRole **Destination**		**EventQueued** ConnID **2** ThisDN **E** ThisQueue **E** OtherDN **C**	

PARTY A	PARTY B	PARTY C	PARTY D	PARTY E	PARTY F
		EventPartyChanged ThisDN **E** ThisDNRole **Destination** ConnID **3** PreviousConnectionID **2** CallState **0**		**EventPartyChanged** ThisDN **B** ThisDNRole **Origination** ConnID **3** PreviousConnectionID **2** CallState **0**	
				Call Routed to F	
				EventDiverted ThisDN **E** OtherDN **B** ConnID **3** ThirdPartyDN **F** ThirdPartyDNRole **Destination**	**EventRinging** ThisDN **F** OtherDN **B** ConnID **3** CallState **OK**
					EventEstablished ThisDN **F** OtherDN **B** ConnID **3**
Completion/Releasing phase					

Abnormal Call Flow

Interruption Point	PARTY B	PARTY D	PARTY C	PARTY F
*	**EventReleased** ConnID **1** ThisDN **B** OtherDN **D** CallState **OK**	**EventReleased** ConnID **1** ThisDN **D** OtherDN **B** CallState **OK**		