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# Genesys Events and Models Reference

Monitoring Calls

12/15/2025

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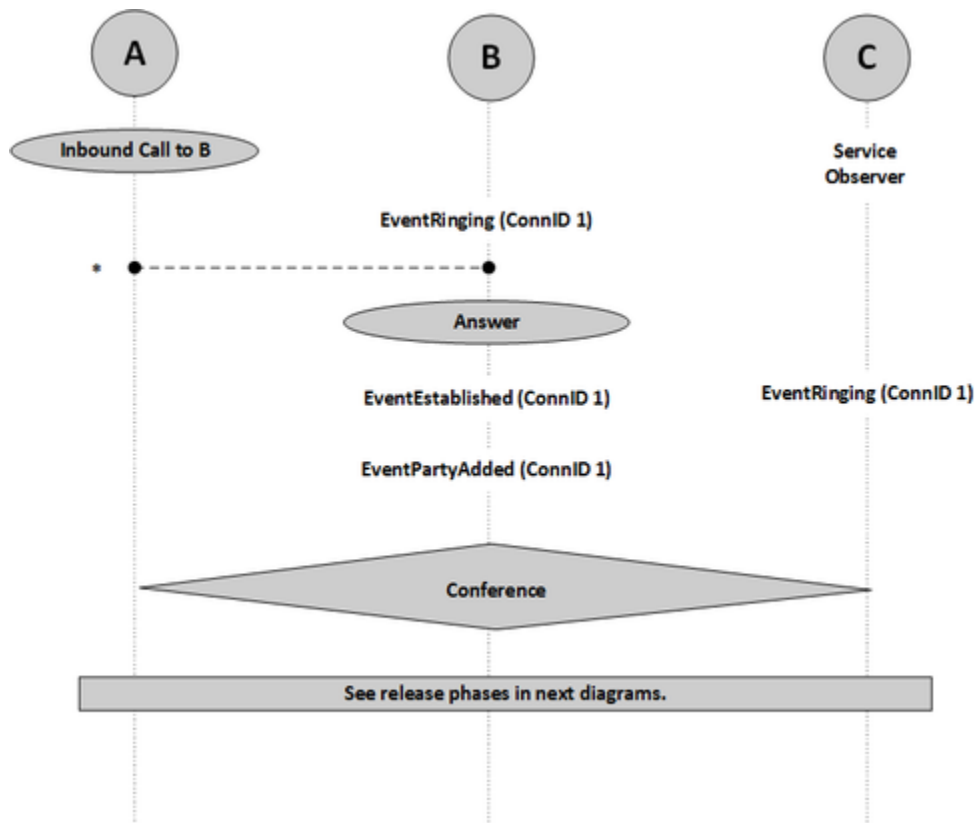
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# Monitoring Calls

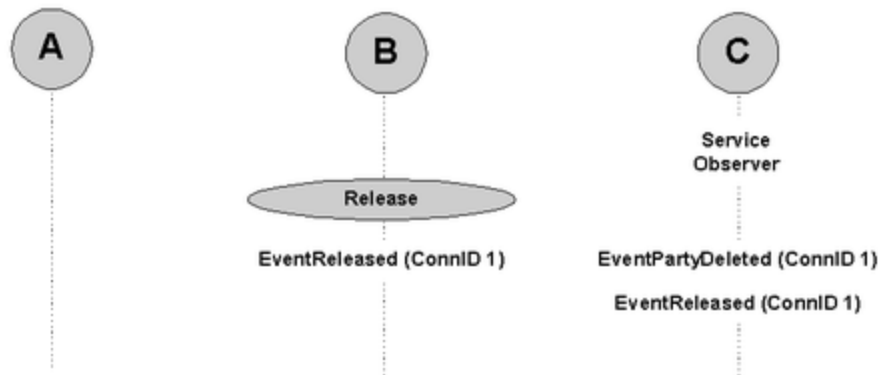
## Service Observing on Agent

The following graphics and table describe service observing on an agent.



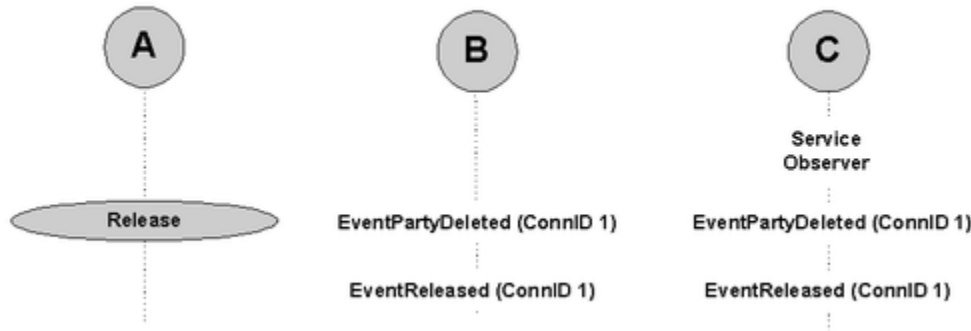
Service Observing on Agent

Agent Releases First



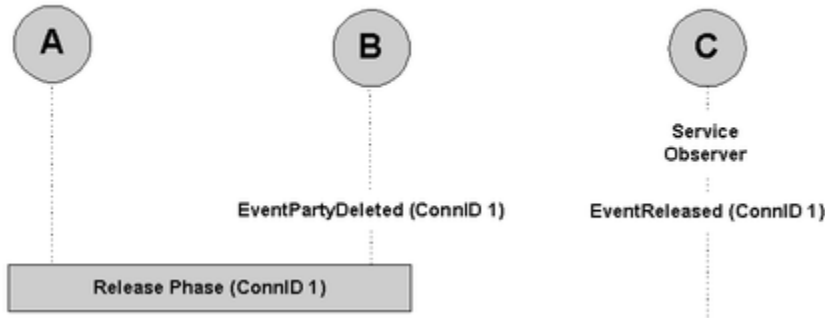
Agent Releases First

External Party Releases First



External Party Releases First

Observer Releases First



Observer Releases First

PARTY A (External)	PARTY B	PARTY C (Service Observer)
Inbound Call		
	EventRinging ConnID 1	

<b>PARTY A</b> (External)	<b>PARTY B</b>	<b>PARTY C</b> (Service Observer)
	ThisDN <b>B</b> ThisDNRole <b>Destination</b> OtherDN <b>A</b> OtherDNRole <b>Origination</b> CallState <b>OK</b>	
	<b>Answer (TAnswerCall)</b>	
	<b>EventEstablished</b> ConnID <b>1</b> ThisDN <b>B</b> ThisDNRole <b>Destination</b> OtherDN <b>A</b> OtherDNRole <b>Origination</b> CallState <b>OK</b>	<b>EventRinging</b> ConnID <b>1</b> ThisDN <b>C</b> ThisDNRole <b>Observer</b> OtherDN <b>A</b> <sup>a</sup> OtherDNRole <b>Origination</b> <sup>b</sup> CallState <b>Bridged</b>
	<b>EventPartyAdded</b> ConnID <b>1</b> ThisDN <b>B</b> ThisDNRole <b>Destination</b> OtherDN <b>C</b> OtherDNRole <b>Observer</b> CallState <b>Bridged</b>	<b>EventEstablished</b> ConnID <b>1</b> ThisDN <b>C</b> ThisDNRole <b>Observer</b> OtherDN <b>A</b> OtherDNRole <b>Origination</b> CallState <b>Bridged</b>
<b>Conference</b>		
<b>Release Phase, see description below.</b>		

a. T-Servers for some switches use the party that initialized the Service Observer instead of Party A.

b. T-Servers for some switches use the role of the party that initialized the Service Observer instead of the role of Party A.

#### Agent Releases First

<b>PARTY A</b> (External)	<b>PARTY B</b>	<b>PARTY C</b> (Service Observer)
	<b>Release (TReleaseCall)</b>	
	<b>EventReleased</b> ConnID <b>1</b> ThisDN <b>B</b> ThisDNRole <b>Destination</b> CallState <b>OK</b>	<b>EventPartyDeleted</b> ConnID <b>1</b> ThisDN <b>C</b> ThisDNRole <b>Observer</b> OtherDN <b>B</b> OtherDNRole <b>DeletedParty</b> CallState <b>OK</b>
		<b>EventReleased</b>

<b>PARTY A</b> (External)	<b>PARTY B</b>	<b>PARTY C</b> (Service Observer)
		ConnID <b>1</b> ThisDN <b>C</b> ThisDNRole <b>Observer</b> OtherDN <b>A</b> CallState <b>OK</b>

**External Party Releases First**

<b>PARTY A</b> (External)	<b>PARTY B</b>	<b>PARTY C</b> (Service Observer)
<b>External Party Releases a Call</b>		
	<b>EventPartyDeleted</b> ConnID <b>1</b> ThisDN <b>B</b> ThisDNRole <b>Destination</b> OtherDN <b>A</b> OtherDNRole <b>DeletedParty</b> ThirdPartyDNRole <b>Observer</b> <sup>a</sup> ThirdPartyDN <b>C</b> <sup>a</sup> CallState <b>OK</b>	<b>EventPartyDeleted</b> ConnID <b>1</b> ThisDN <b>C</b> ThisDNRole <b>Observer</b> OtherDN <b>A</b> OtherDNRole <b>DeletedParty</b> CallState <b>OK</b>
	<b>EventReleased</b> ConnID <b>1</b> ThisDN <b>B</b> ThisDNRole <b>Destination</b> OtherDN <b>C</b> CallState <b>OK</b>	<b>EventReleased</b> ConnID <b>1</b> ThisDN <b>C</b> ThisDNRole <b>Observer</b> OtherDN <b>B</b> CallState <b>OK</b>

a. The attribute contains observer information.

**Observer Releases First**

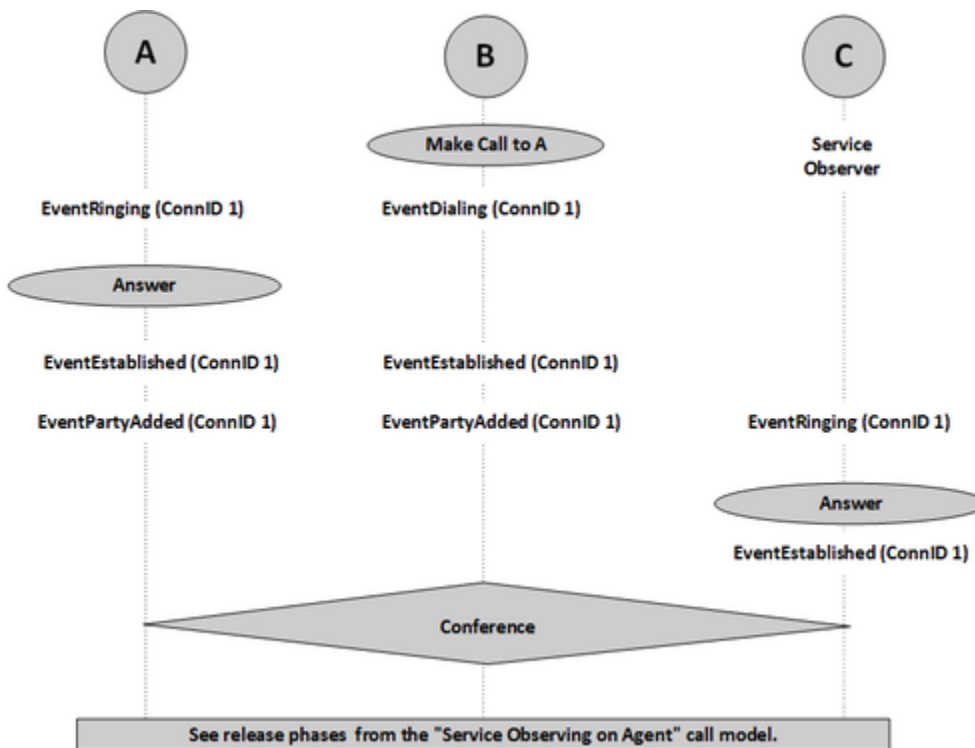
<b>PARTY A</b> (External)	<b>PARTY B</b>	<b>PARTY C</b> (Service Observer)
		<b>Observer Releases a Call</b>
	<b>EventPartyDeleted</b> ConnID <b>1</b> ThisDN <b>B</b> ThisDNRole <b>Destination</b> OtherDN <b>C</b> OtherDNRole <b>Observer</b> ThirdPartyDNRole <b>DeletedBy</b> ThirdPartyDN <b>C</b> CallState <b>OK</b>	<b>EventReleased</b> ConnID <b>1</b> ThisDN <b>C</b> ThisDNRole <b>Observer</b> CallState <b>OK</b>
<b>Release Phase (ConnID 1)</b>		

## Abnormal Call Flow

Interruption Point	PARTY A	PARTY B	PARTY C
*		<b>EventAbandoned</b> ConnID <b>1</b> ThisDN <b>B</b> OtherDN <b>A</b> CallState <b>OK</b>	

## Service Observing for Agent-Initiated Call

The following graphic and table describe service observing for an agent-initiated call.



Service Observing for Agent-Initiated Call

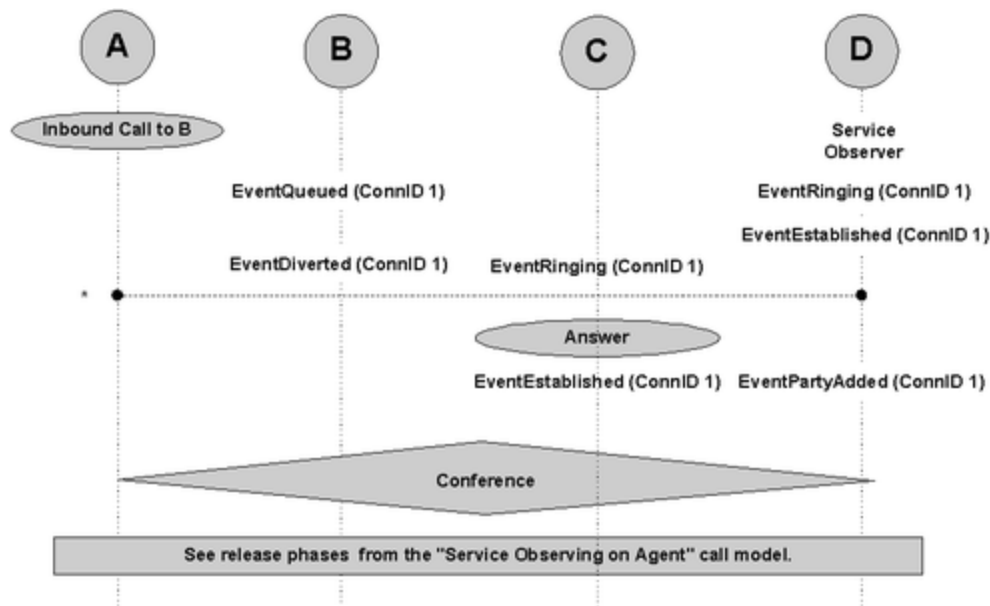
PARTY A	PARTY B	PARTY C
<b>EventRinging</b> ConnID <b>1</b> ThisDN <b>A</b> ThisDNRole <b>Destination</b> OtherDN <b>B</b> OtherDNRole <b>Origination</b> CallState <b>OK</b>	<b>EventDialing</b> ConnID <b>1</b> ThisDN <b>B</b> ThisDNRole <b>Origination</b> OtherDN <b>A</b> OtherDNRole <b>Destination</b> CallState <b>OK</b>	

PARTY A	PARTY B	PARTY C
<b>Answer</b>		
<b>EventEstablished</b> ConnID <b>1</b> ThisDN <b>A</b> ThisDNRole <b>Destination</b> OtherDN <b>B</b> OtherDNRole <b>Origination</b> CallState <b>OK</b>	<b>EventEstablished</b> ConnID <b>1</b> ThisDN <b>B</b> ThisDNRole <b>Origination</b> OtherDN <b>A</b> OtherDNRole <b>Destination</b> CallState <b>OK</b>	
<b>EventPartyAdded</b> ConnID <b>1</b> ThisDN <b>A</b> ThisDNRole <b>Destination</b> OtherDN <b>C</b> OtherDNRole <b>Observer</b> CallState <b>Bridged</b>	<b>EventPartyAdded</b> ConnID <b>1</b> ThisDN <b>B</b> ThisDNRole <b>Origination</b> OtherDN <b>C</b> OtherDNRole <b>Observer</b> CallState <b>Bridged</b>	<b>EventRinging</b> ConnID <b>1</b> ThisDN <b>C</b> ThisDNRole <b>Observer</b> OtherDN <b>B</b> OtherDNRole <b>Origination</b> CallState <b>Bridged</b>
		<b>Answer</b>
		<b>EventEstablished</b> ConnID <b>1</b> ThisDN <b>C</b> ThisDNRole <b>Observer</b> CallState <b>Bridged</b>
<b>Conference</b>		
<b>Release Phase, see description in <a href="#">Service Observer on Agent</a>.</b>		

## Service Observing on Queue

The following graphic and table describe service observing on the queue.





Service Observing on Queue

PARTY A (External)	PARTY B	PARTY C	Party D (Observer)
<b>Inbound Call</b>			
	<b>EventQueued</b> ConnID <b>1</b> ThisDN <b>B</b> ThisDNRole <b>Destination</b> OtherDN <b>A</b> OtherDNRole <b>Origination</b>		<b>EventRinging</b> ConnID <b>1</b> ThisDN <b>D</b> ThisDNRole <b>Observer</b> OtherDN <b>A</b> OtherDNRole <b>Origination</b> CallState <b>Bridged</b>
			<b>EventEstablished</b> ConnID <b>1</b> ThisDN <b>D</b> ThisDNRole <b>Observer</b> OtherDN <b>A</b> OtherDNRole <b>Origination</b> CallState <b>Bridged</b>
	<b>EventDiverted</b> ConnID <b>1</b> ThisDN <b>B</b> ThisQueue <b>B</b> ThisDNRole <b>Destination</b> OtherDN <b>A</b> OtherDNRole <b>Origination</b> ThirdPartyDN <b>C</b> *OPT ThirdPartyDNRole <b>Destination</b> *OPT	<b>EventRinging</b> ConnID <b>1</b> ThisDN <b>C</b> ThisDNRole <b>Destination</b> OtherDN <b>A</b> OtherDNRole <b>Origination</b> CallState <b>Bridged</b>	
		<b>Answer</b>	

<b>PARTY A</b> (External)	<b>PARTY B</b>	<b>PARTY C</b>	<b>Party D</b> (Observer)
		(TAnswerCall)	
		<b>EventEstablished</b> ConnID <b>1</b> ThisDN <b>C</b> ThisDNRole <b>Destination</b> OtherDN <b>A</b> OtherDNRole <b>Origination</b> CallState <b>Bridged</b> Extensions:  OrigDN-1=A  OrigDN-2=D	<b>EventPartyAdded</b> ConnID <b>1</b> ThisDN <b>D</b> ThisDNRole <b>Observer</b> OtherDN <b>C</b> OtherDNRole <b>NewParty</b> ThirdPartyDN <b>C</b> ThirdPartyDNRole <b>AddedBy</b> CallState <b>Bridged</b>
<b>Conference</b>			
Release Phase, see description in <b>Service Observer on Agent</b> .			

**Abnormal Call Flow**

<b>Interruption Point</b>	<b>PARTY A</b>	<b>PARTY B</b>	<b>PARTY C</b>	<b>PARTY D</b>
*			<b>EventAbandoned</b> ConnID <b>1</b> ThisDN <b>C</b> OtherDN <b>A</b> CallState <b>OK</b>	<b>EventReleased</b> ConnID <b>1</b> ThisDN <b>D</b> ThisDNRole <b>Observer</b> OtherDN <b>A</b> CallState <b>OK</b>