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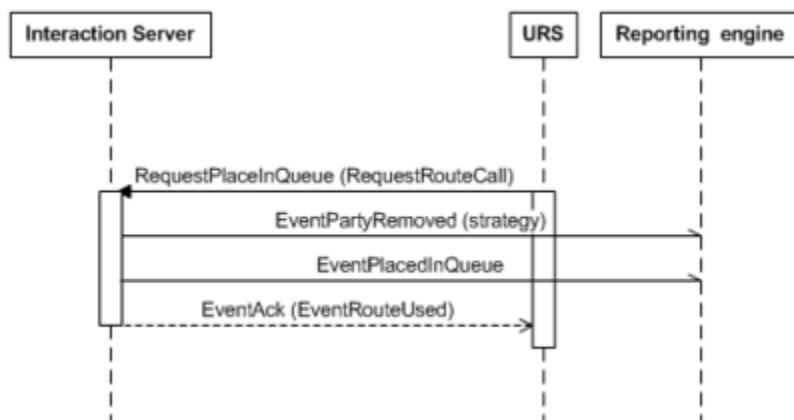
Genesys Events and Models Reference

Place Interaction in Queue

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Place Interaction in Queue

In this model, shown in the following figure, URS requests Interaction Server to place an interaction in a queue.



Place Interaction in Queue

Important

The agent application can also make the request to place an interaction in a queue. In that case the model would look the same, except that Interaction Server would simply send EventAck rather than EventRouteUsed.

This model uses the messages listed in the following table:

Messages in Place Interaction in Queue

Message	Protocol
EventPartyRemoved	Reporting
EventPlacedInQueue	Reporting
EventRouteUsed, used here in place of EventAck	T-Library

This model uses the following substitutions:

- T-Library EventRouteUsed stands in for Interaction Management EventAck
- T-Library RequestRouteCall stands in for Interaction Management RequestPlaceInQueue.