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Genesys Events and Models Reference

Predictive Dialing

12/15/2025

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Predictive Dialing

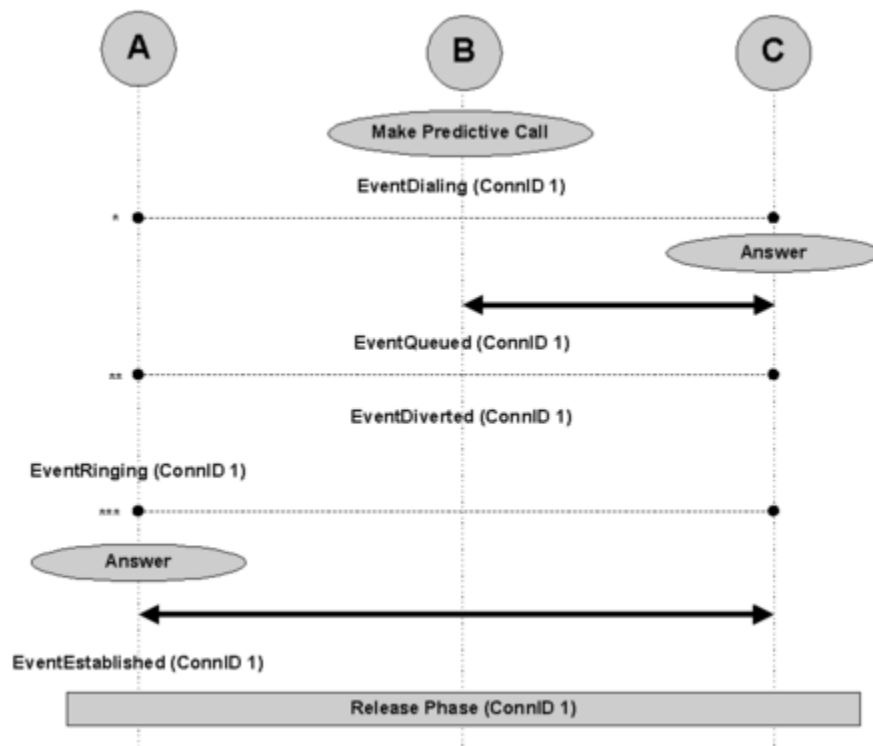
Note the following comments in the call models:

*OPT—Optional.

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

Predictive Call

The following graphic and table describe a predictive call.



Predictive Call

PARTY A	PARTY B (ACD Group)	PARTY C
	Make Predictive Call (TMakePredictiveCall)	
	EventDialing	

PARTY A	PARTY B (ACD Group)	PARTY C
	ConnID 1 ThisDN B ThisQueue B ThisDNRole Origination OtherDN C *DIAL OtherDNRole Destination	
		Answer
	EventQueued ConnID 1 ThisDN B ThisQueue B ThisDNRole Origination CallState OK / AnsweringMachineDetected ^a	
	EventDiverted ConnID 1 ThisDN B ThisQueue B ThisDNRole Origination OtherDN C OtherDNRole Destination ThirdPartyDN A *OPT ThirdPartyDNRole Origination *OPT	
EventRinging ConnID 1 ThisDN A ThisDNRole Origination OtherDN C OtherDNRole Destination CallState OK		
Answer (TAnswerCall)		
EventEstablished ConnID 1 ThisDN A ThisDNRole Origination OtherDN C OtherDNRole Destination		
Release Phase (ConnID 1)		

a. If the switch reports that a call is connected to an answering machine, T-Server also attaches a key-value pair AnswerClass=AM to the call's UserData.

Abnormal Call Flow

Interruption Point	PARTY A	PARTY B	PARTY C
*		EventReleased	

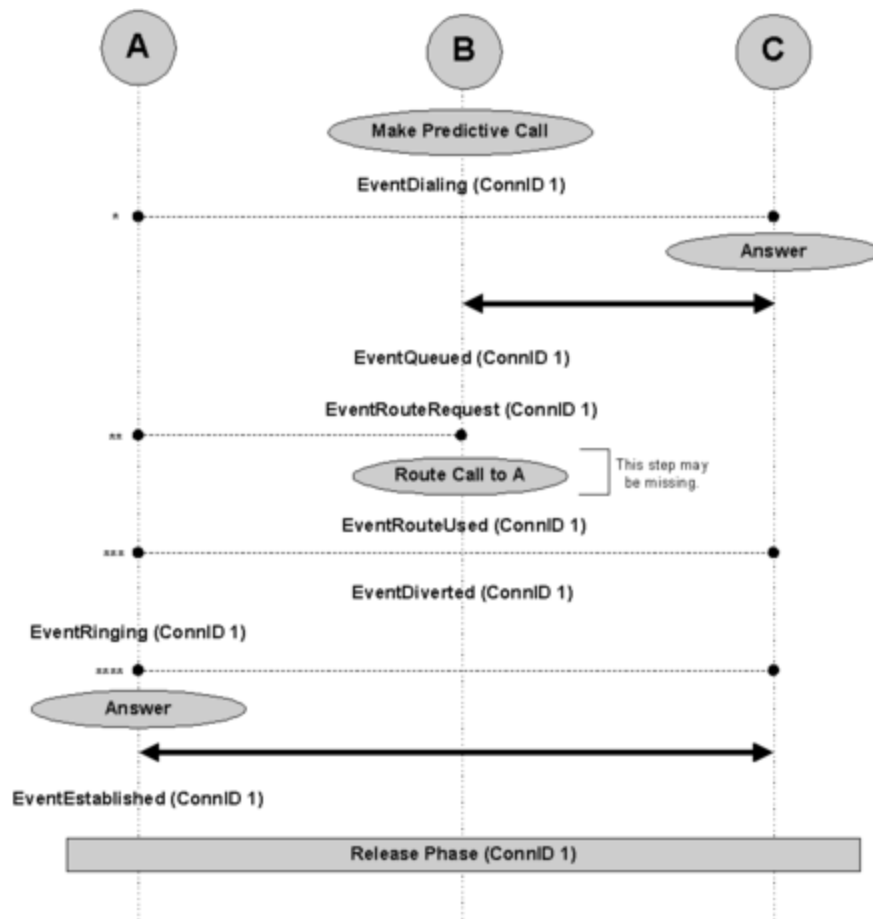
Interruption Point	PARTY A	PARTY B	PARTY C
		ConnID 1 ThisDN B OtherDN C CallState ^a	
**		EventAbandoned ConnID 1 ThisDN B OtherDN C CallState OK	
***	EventAbandoned ConnID 1 ThisDN A OtherDN C CallState OK		

a. CallState in this case may be any of the following:

- CallStateGeneralError
- CallStateSystemError
- CallStateBusy
- CallStateNoAnswer
- CallStateAnsweringMachineDetected
- CallStateFaxDetected
- CallStateAllTrunksBusy
- CallStateQueueFull
- CallStateDropped
- CallStateSitDetected
- CallStateSitInvalidnum
- CallStateSitVacant
- CallStateSitIntercept
- CallStateSitUnknown
- CallStateSitNocircuit
- CallStateSitReorder

Predictive Call with Routing

The following graphic and table describe a predictive call with routing.



Predictive Call with Routing

PARTY A	PARTY B (ACD Group)	PARTY C
	Make Predictive Call (TMakePredictiveCall)	
	EventDialing ConnID 1 ThisDN B ThisQueue B ThisDNRole Origination OtherDN C *DIAL OtherDNRole Destination	
		Answer
	EventQueued ConnID 1 ThisDN B ThisQueue B	

PARTY A	PARTY B (ACD Group)	PARTY C
	ThisDNRole Origination CallState OK / FaxDetected / AnsweringMachineDetected ^a	
	EventRouteRequest ConnID 1 ThisDN B ThisQueue B ThisDNRole Origination OtherDN C OtherDNRole Destination	
	Route Call to A (TRouteCall)	
	EventRouteUsed ConnID 1 ThisDN B ThisDNRole Origination OtherDN C OtherDNRole Destination ThirdPartyDN A *OPT ThirdPartyDNRole Origination *OPT EventDiverted ConnID 1 ThisDN B ThisQueue B ThisDNRole Origination OtherDN C OtherDNRole Destination ThirdPartyDN A *OPT ThirdPartyDNRole Origination *OPT	
EventRinging ConnID 1 ThisDN A ThisDNRole Origination OtherDN C OtherDNRole Destination CallState OK		
Answer (TAnswerCall)		
EventEstablished ConnID 1 ThisDN A ThisDNRole Origination OtherDN C OtherDNRole Destination		
Release Phase (ConnID 1)		

a. If the switch reports that a call is connected to an answering machine, T-Server also attaches a key-value pair AnswerClass=AM to the call's UserData.

Abnormal Call Flow

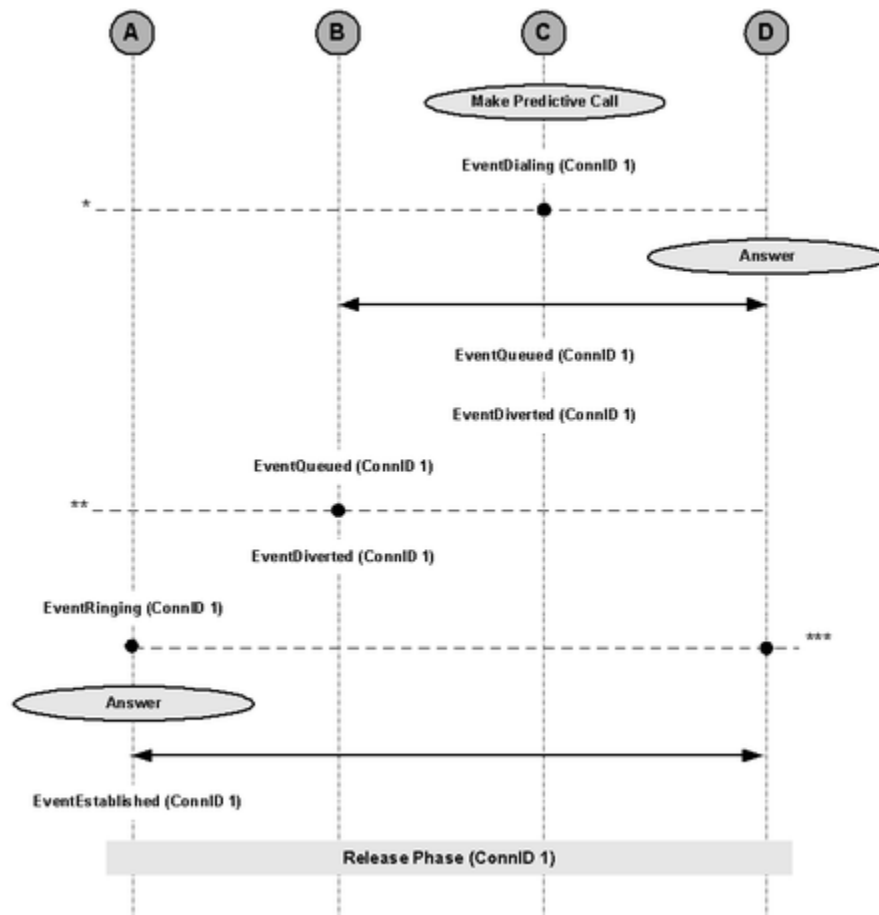
Interruption Point	PARTY A	PARTY B	PARTY C
*		EventReleased ConnID 1 ThisDN B OtherDN C CallState ^a	
** and ***		EventAbandoned ConnID 1 ThisDN B OtherDN C CallState OK	
****	EventAbandoned ConnID 1 ThisDN A OtherDN C CallState OK		

a. CallState in this case may be any of the following:

- CallStateGeneralError
- CallStateSystemError
- CallStateBusy
- CallStateNoAnswer
- CallStateAnsweringMachineDetected
- CallStateFaxDetected
- CallStateAllTrunksBusy
- CallStateQueueFull
- CallStateDropped
- CallStateSitDetected
- CallStateSitInvalidnum
- CallStateSitVacant
- CallStateSitIntercept
- CallStateSitUnknown
- CallStateSitNocircuit
- CallStateSitReorder

Predictive Call (Connected to a Device Specified in Extensions)

The following graphic and table describe a predictive call (connected to a device specified in extensions).



Predictive Call (Connected to a Device Specified in Extensions)

PARTY A	PARTY B (ACD Group Specified in the Extensions of TMakePredictiveCall)	PARTY C (Routing Point or ACD Group)	PARTY D
		Make Predictive Call (TMakePredictiveCall)	
		EventDialing ConnID 1 ThisDN C	

PARTY A	PARTY B (ACD Group Specified in the Extensions of TMakePredictiveCall)	PARTY C (Routing Point or ACD Group)	PARTY D
		ThisQueue C ThisDNRole Origination OtherDN D ^{*DIAL} OtherDNRole Destination	
			Answer
		EventQueued ConnID 1 ThisDN C ThisQueue C ThisDNRole Origination CallState OK/AnsweringMachine- Detected	
		EventDiverted ConnID 1 ThisDN C ThisQueue C ThisDNRole Origination OtherDN D OtherDNRole Destination ThirdPartyDN B ThirdPartyDNRole Origination	
	EventQueued ConnID 1 This DN B ThisQueue B ThisDNRole Origination OtherDN D OtherDNRole Destination		
	EventDiverted ConnID 1 ThisDN B ThisQueue B ThisDNRole Origination OtherDN D OtherDNRole Destination ThirdPartyDN A ^{*OPT} ThirdPartyDNRole Origination ^{*OPT}		
EventRinging ConnID 1 ThisDN A ThisDNRole Origination OtherDN D OtherDNRole Destination CallState OK			
Answer			

PARTY A	PARTY B (ACD Group Specified in the Extensions of TMakePredictiveCall)	PARTY C (Routing Point or ACD Group)	PARTY D
(TAnswerCall)			
EventEstablished ConnID 1 ThisDN A ThisDNRole Origination OtherDN D OtherDNRole Destination			
Release Phase (ConnID 1)			

Abnormal Call Flow

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

a. CallState in this case may be any of the following:

- CallStateGeneralError
- CallStateSystemError
- CallStateBusy
- CallStateNoAnswer
- CallStateAnsweringMachineDetected
- CallStateFaxDetected

- CallStateAllTrunksBusy
- CallStateQueueFull
- CallStateDropped
- CallStateSitDetected
- CallStateSitInvalidnum
- CallStateSitVacant
- CallStateSitIntercept
- CallStateSitUnknown
- CallStateSitNocircuit
- CallStateSitReorder