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Genesys Events and Models Reference

Shared Call Appearance

12/18/2025

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Shared Call Appearance

Introduced in SIP Server version 8.1.101.57, Shared Call Appearance (SCA) enables a group of SIP phones to receive inbound calls directed to a single destination (shared line); that way, any phone from this group can answer the call, barge-in to the active call, or retrieve the call placed on hold.

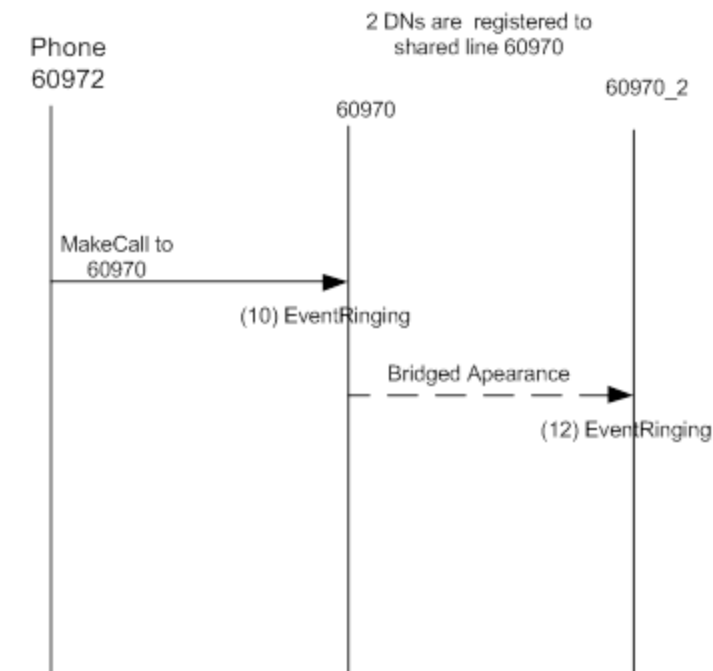
The call flows in this section describe the functions and events related to SCA functionality:

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Note: Subscription to other T-Library events is required to see actions on the calls and for Barge-in/Retrieve functions. The T-Library client must not allow to send 3pcc requests from a shared-line user for the calls that are owned by other T-Library clients.

Inbound Call Alerting

The following graphic and table describe the inbound call alerting.

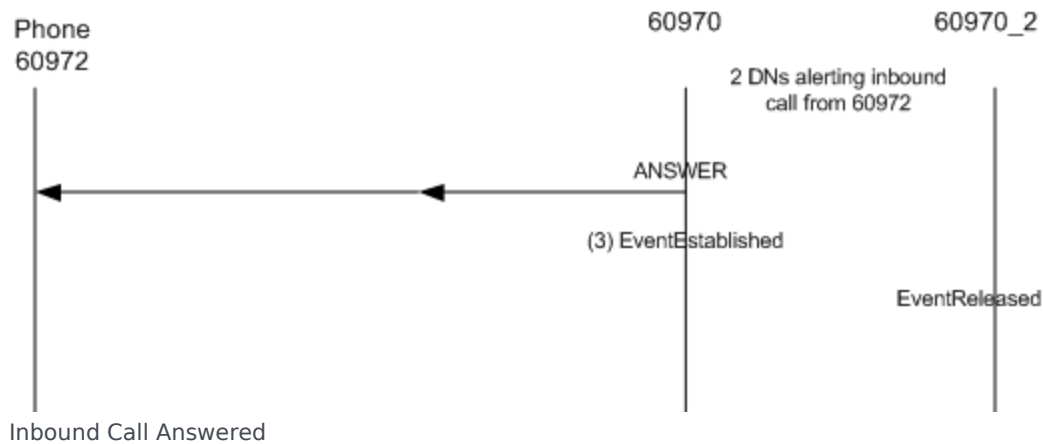


Inbound Call Alerting

Caller (60972)	DN 60970	DN 60970_2	Call Monitoring
EventOffhook ThisDN 60972 EventDialing ConnID 1 ThisDN 60972 OtherDN 60970 CallState Ok	(10) EventRinging ConnID 1 ThisDN 60970 ThisDNRole Destination OtherDN 60972 OtherDNRole Origination CallState Covered CallType Internal/Inbound (depends on 60972 location) Extensions: AppearanceIndex 1 CallState value is Covered because this is a call to a shared line.	(12) EventRinging ConnID 1 ThisDN 60970_2 ThisDNRole Destination OtherDN 60972 OtherDNRole Origination CallState Covered CallType Internal/Inbound (depends on 60972 location) Extensions: AppearanceIndex 1 CallState value is Covered because this is a call to a shared line.	EventCallCreated ConnID 1 EventCallPartyAdded ConnID 1 DN 60972 PartyID 1 State Initiated EventCallPartyState ConnID 1 PartyID 1 State Connected+Dialing EventCallPartyAdded ConnID 1 DN 60970 PartyID 2 State Alerting EventCallPartyAdded ConnID 1 DN 60970_2 PartyID 3 State Alerting

Inbound Call Answered

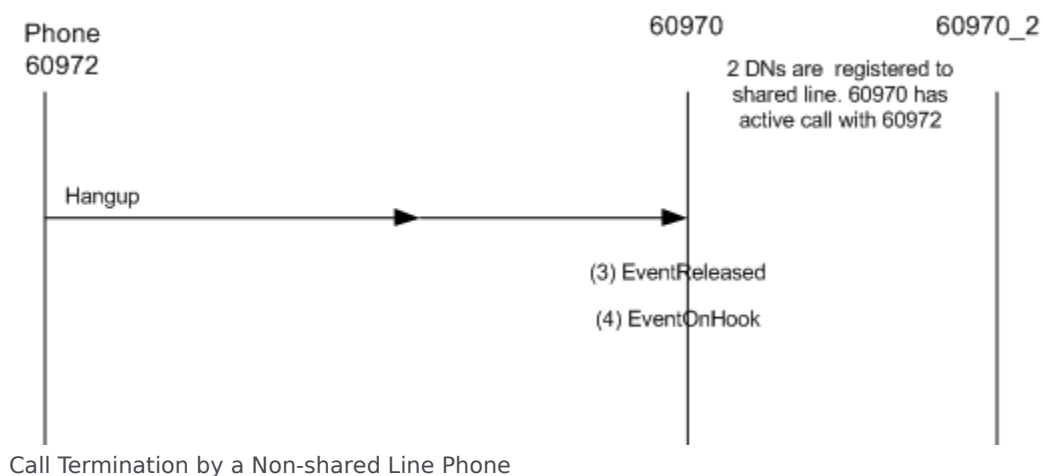
The following graphic and table describe the inbound call answered call flow.



Caller (60972)	DN 60970	DN 60970_2	Call Monitoring
EventEstablished ConnID 1 ThisDN 60972 ThisDNRole Origination OtherDN 60970 OtherDNRole Destination	(3) EventEstablished ConnID 1 ThisDN 60970 ThisDNRole Destination OtherDN 60972 OtherDNRole Origination Extensions: AppearanceIndex 1	EventReleased ConnID 1 ThisDN 60970_2 ThisDNRole Destination OtherDN 60972 OtherDNRole Origination CallState Redirected	EventCallPartyDeleted ConnID 1 PartyID 3 (60970_2) EventCallPartyState ConnID 1 PartyID 2 State Connected

Call Termination by a Non-shared Line Phone

The following graphic and table describe the call termination by a non-shared line phone call flow.



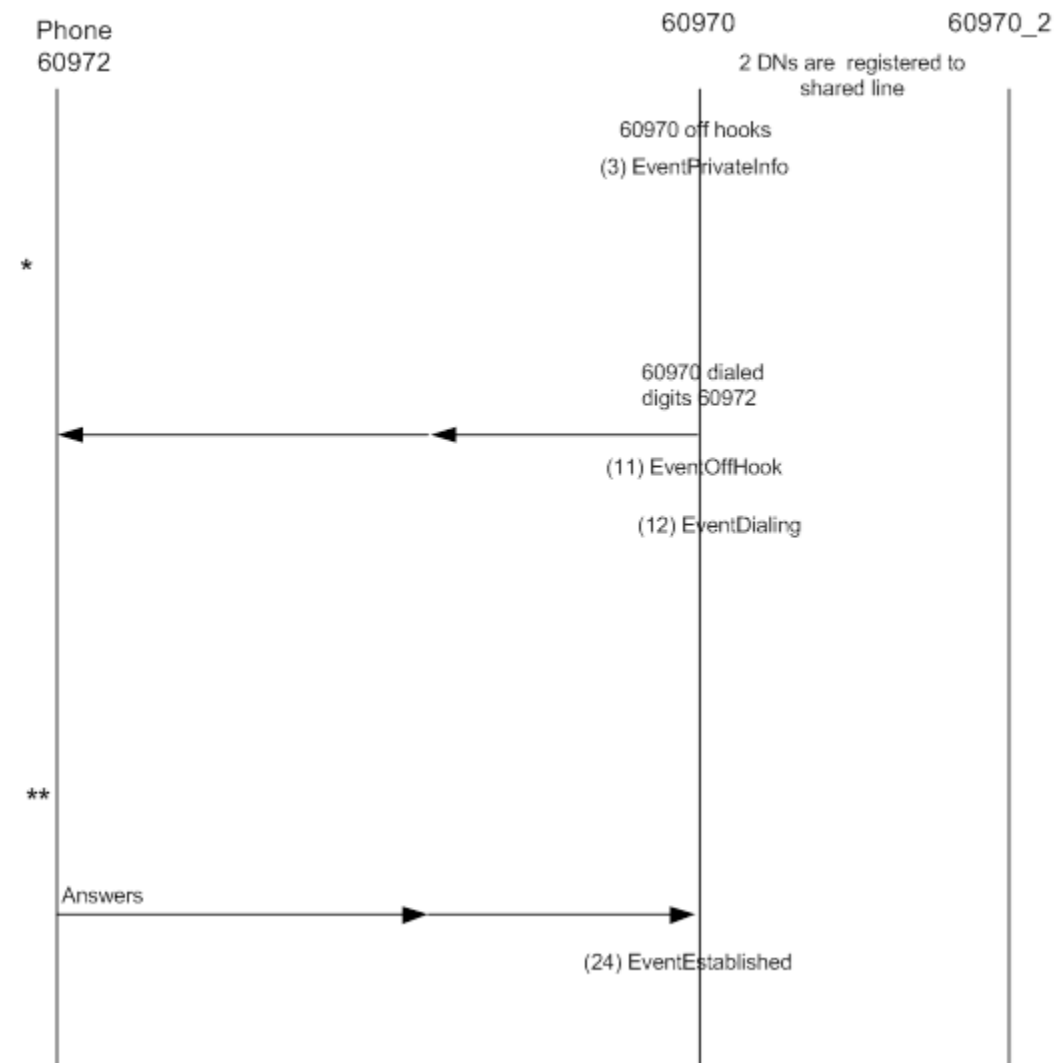
Caller (60972)	DN 60970	DN 60970_2	Call Monitoring
EventReleased	(3) EventReleased		EventCallPartyDeleted

Shared Call Appearance

ConnID 1 ThisDN 60972 OtherDN 60970	ConnID 1 ThisDN 60970 OtherDN 60972 CallState OK (4) EventOnHook ThisDN 60970		ConnID 1 PartyID 2 EventCallPartyDeleted ConnID 1 PartyID 1 EventCallDeleted ConnID 1
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Outbound Call from SCA

The following graphic and table describe the outbound call from SCA call flow.



Outbound Call from SCA

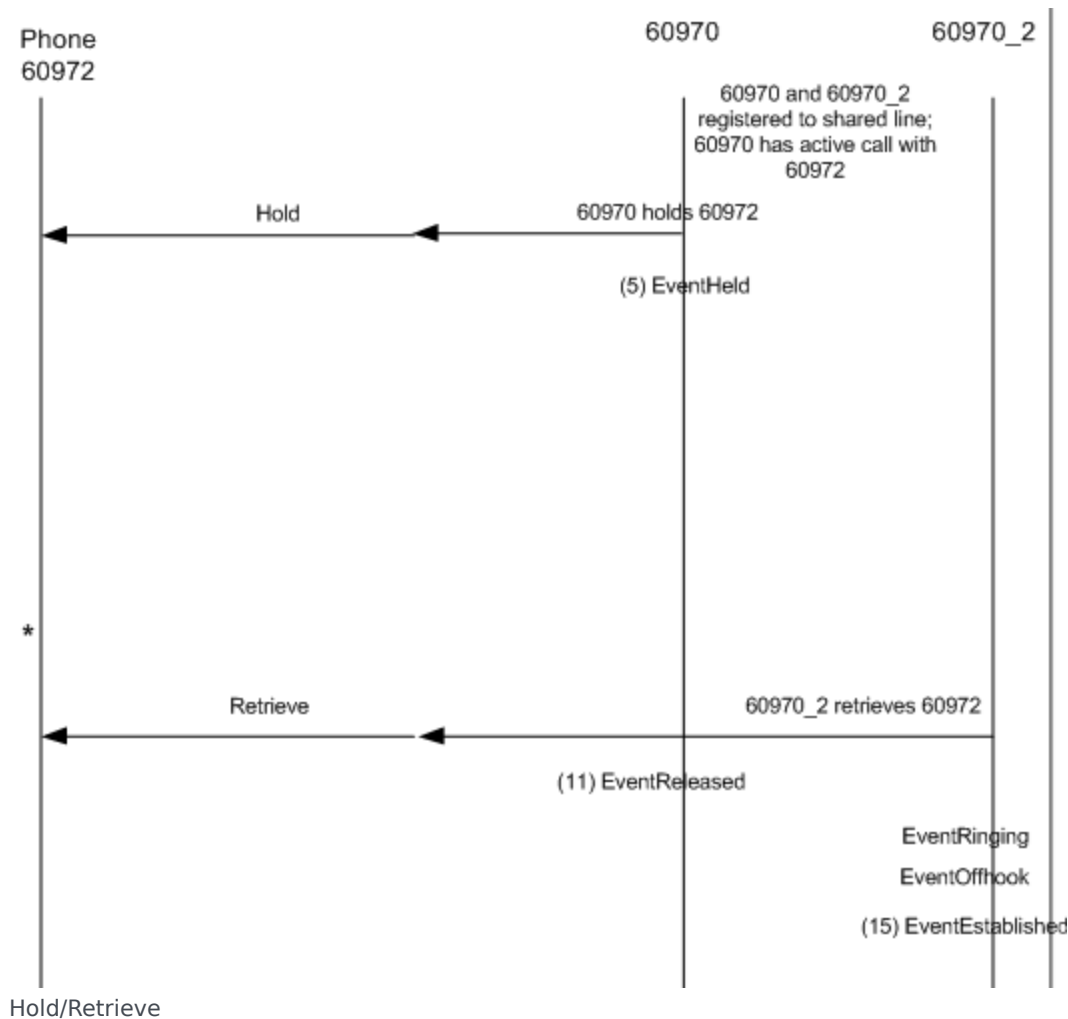
Caller (60972)	DN 60970	DN 60970_2	Call Monitoring
EventRinging OtherDN 60970 EventEstablished OtherDN 60970	(3) EventPrivateInfo ServiceId 4026 ThisDN 60970 Extensions: AppearanceIndex 1 (11) EventOffHook ThisDN 60970 Extensions: AppearanceIndex 1 (12) EventDialing ConnID 1 ThisDN 60970 ThisDNRole Origination OtherDN 60972 OtherDNRole Destination Extensions: AppearanceIndex 1 (24) EventEstablished ConnID 1 ThisDN 60970 ThisDNRole Origination OtherDN 60972 OtherDNRole Destination Extensions: AppearanceIndex 1		EventCallCreated ConnID 1 EventCallPartyAdded ConnID 1 DN 60970 PartyID 1 State Initiated EventCallPartyState ConnID 1 PartyID 1 State Connected+Dialing EventCallPartyAdded ConnID 1 DN 60972 PartyID 3 State Alerting EventCallPartyState ConnID 1 PartyID 3 (60972) State Connected

Abnormal Call Flow

Interruption Point	DN 60970	DN 60970_2	Call Monitoring
* 60970 hangs up	EventReleased ConnID 1 ThisDN 60970 OtherDN 60972 CallState OK EventOnHook ThisDN 60970		
** 60970 hangs up	EventReleased ConnID 1 ThisDN 60970 OtherDN 60972 CallState OK		EventCallPartyDeleted ConnID 1 PartyID 1 EventCallDeleted ConnID 1

Hold/Retrieve

The following graphic and table describe the hold/retrieve call flow.



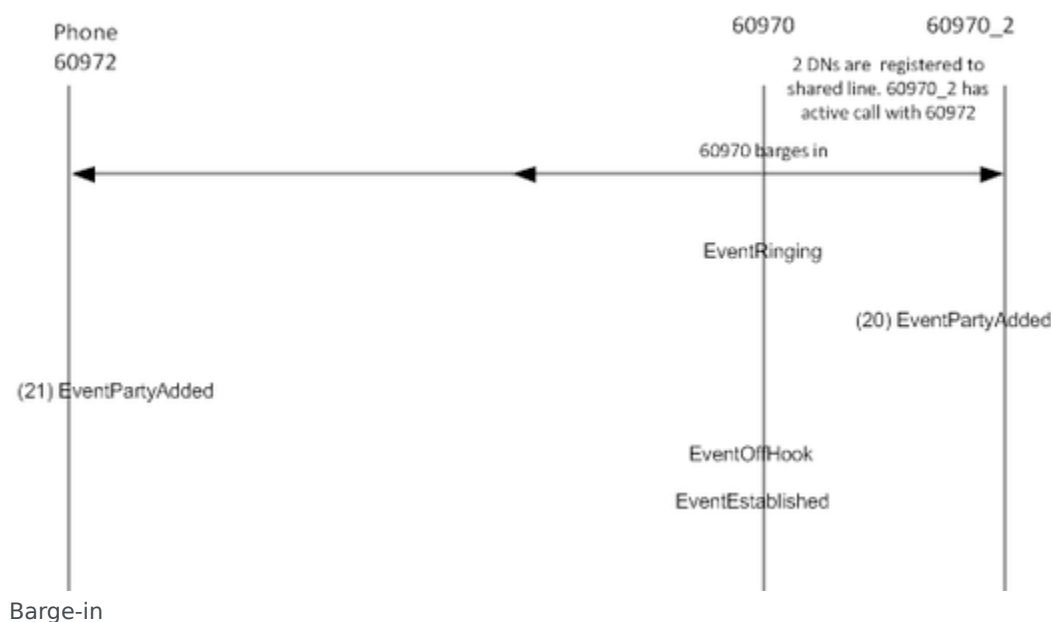
DN 60970	DN 60970_2	Call Monitoring
(5) EventHeld ConnID 1 ThisDN 60970 OtherDN 60972	EventOffhook ThisDN 60970_2 Extensions: AppearanceIndex 1	EventCallPartyState ConnID 1 PartyID 60970partyID State Held
(11) EventReleased ConnID 1 ThisDN 60970 OtherDN 60972 CallState Transferred Cause 1stepTransfer	EventRinging ConnID 1 ThisDN 60970_2 OtherDN 60972 CallState Transferred Extensions: AppearanceIndex 1	EventCallPartyDeleted ConnID 1 PartyID 60970PartyID
	(15) EventEstablished ConnID 1 ThisDN 60970_2 OtherDN 60972 CallState OK Extensions: AppearanceIndex 1	EventCallPartyAdded ConnID 1 PartyID 60970_2partyID State Alerting
		EventCallPartyState ConnID 1 PartyID 60970_2partyID State Connected

Abnormal Call Flow

Interruption Point	DN 60970	DN 60970_2	Call Monitoring
* 60970 hangs up	EventReleased ConnID 1 ThisDN 60970 OtherDN 60972 CallState OK		EventCallPartyDeleted ConnID 1 PartyID 60970PartyID EventCallPartyDeleted ConnID 1 PartyID 60972PartyID EventCallDeleted ConnID 1

Barge-in

The following graphic and table describe the barge-in call flow.



	DN 60970	DN 60970_2	Call Monitoring
EventPartyAdded ConnID 1 ThisDN 60972 OtherDN 60970 OtherDNRole NewParty ThirdPartyDN 60970 ThirdPartyDNRole AddedBy CallState Conferenced	EventRinging ConnID 1 ThisDN 60970 CallState OK ThisDNRole ConferenceMember Extensions: AppearanceIndex 1	EventPartyAdded ConnID 1 ThisDN 60970_2 OtherDN 60970 OtherDNRole NewParty ThirdPartyDN 60970 ThirdPartyDNRole AddedBy CallState Conferenced	EventCallPartyAdded ConnID 1 PartyID 60970partyID State Alerting

	EventOffhook ThisDN 60970 Extensions: AppearanceIndex 1 EventEstablished ConnID 1 ThisDN 60970 CallState Conferenced Extensions: AppearanceIndex 1		EventCallPartyState ConnID 1 PartyID 60970 partyID State Connected
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