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Genesys Events and Models Reference

Transfer/Conferencing Messages

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Transfer/Conferencing Messages

These messages are used to monitor call transfers and conferencing.

CallStatus

This message is sent by the IVR Server to inform the IVR of certain call events. The list of possible events are alternatives. Only one parameter from this list appears in any message.

CallStatus Message

Message	Parameter		Optional/Required
Name	Value		
CallStatus	Event	Dialing Ringing Established Retrieved Busy Held ConfPartyAdd ConfPartyDel XferComplete Released	Required

CallError

This message is sent by the IVR Server to inform the IVR that an error occurred during the setup of a transfer or a conference call.

Errors related to agent control activities will be represented by the AgentControl or the NotAllowed indication. When the error is due to an EventError, the TLibErrCode will be populated with AttributeErrorCode and the type will be AgentControl. NotAllowed will be used exclusively when attempting to control a server controlled port. The user supplied ReqId will be returned in the error.

CallError Message

Message	Parameter		Optional/Required
Name	Value		
CallError	FailedReq	Unknown NoSuchCall OneStepXfer OneStepConf	Required

Message	Parameter		Optional/Required
		InitConf CompleteConf InitXfer CompleteXfer RetrieveCall MakeCall AgentControl NotAllowed	
	TLibErrCode		Optional
	ReqId		Optional