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Genesys Events and Models Reference

Voicemail Events

12/15/2025

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Voicemail Events

EventMailBoxLogin

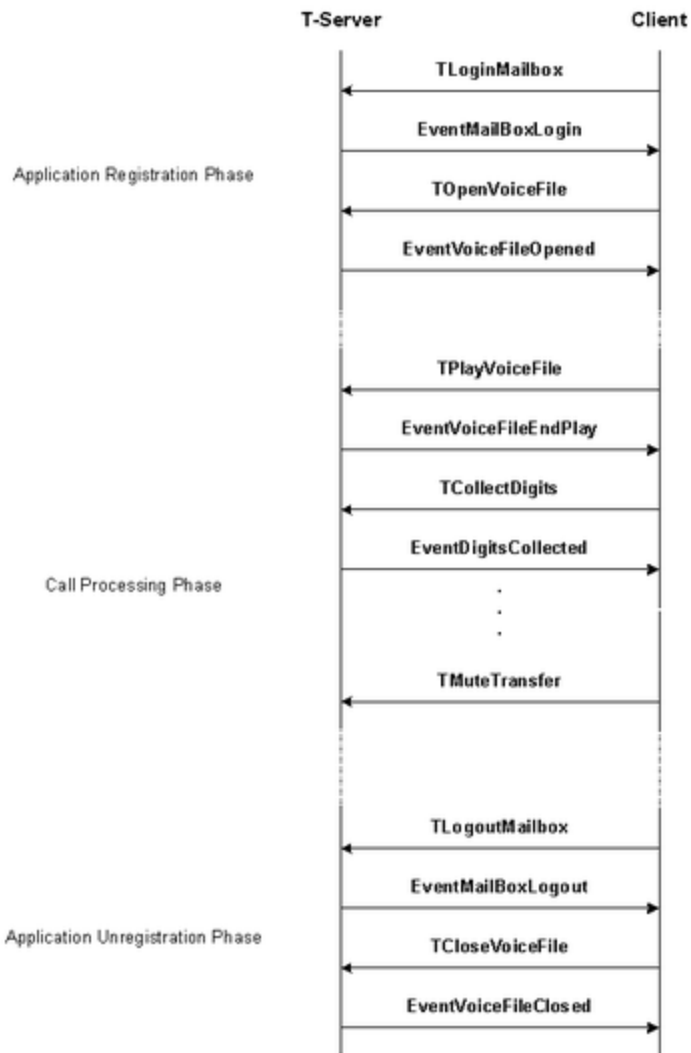
Description

The telephony object specified by ThisDN has logged in to the mailbox specified by the mbox_number parameter in the corresponding TLoginMailBox() function.

Contents

Event Attribute	Type
CustomerID	Optional
Event	Mandatory
Reasons	Optional
ReferenceID	Mandatory
Server	Mandatory
ThisDN	Mandatory
time	Mandatory
Extensions	Optional

Example



Voice-Processing Feature Example

EventMailBoxLogout

Description

The telephony object specified by ThisDN has logged out of the mailbox it logged in to earlier.

Contents

Event Attribute	Type
CustomerID	Optional
Event	Mandatory
Reasons	Optional
ReferenceID	Optional
Server	Mandatory
ThisDN	Mandatory
time	Mandatory
Extensions	Optional

Example

See [Voice-Processing Feature Example](#).

EventVoiceFileOpened

Description

The voice file specified by the `file_handle` parameter in the corresponding `TOpenVoiceFile()` function has been opened.

Contents

Event Attribute	Type
CustomerID	Optional
Event	Mandatory
Extensions	Optional
FileHandle	Mandatory
Reasons	Optional
ReferenceID	Optional
Server	Mandatory
ThisDN	Mandatory
time	Mandatory
UserData	Optional

Example

See [Voice-Processing Feature Example](#).

EventVoiceFileClosed

Description

The voice file specified by the `file_handle` parameter in the corresponding `TCloseVoiceFile()` function has been closed.

Contents

Event Attribute	Type
CustomerID	Optional
Event	Mandatory
Extensions	Optional
Reasons	Optional
ReferenceID	Optional
Server	Mandatory
ThisDN	Mandatory
time	Mandatory
UserData	Optional

Example

See [Voice-Processing Feature Example](#).

EventVoiceFileEndPlay

Description

The voice file specified by the `file_handle` parameter in the corresponding `TPlayVoice()` function has been played back completely.

Contents

Event Attribute	Type
CallID	Mandatory

Event Attribute	Type
CallState	Mandatory
CallType	Mandatory
ConnID	Mandatory
CustomerID	Optional
Event	Mandatory
Extensions	Optional
FileHandle	Mandatory
NetworkCallID	Optional
NetworkNodeID	Optional
Reasons	Optional
ReferenceID	Mandatory
Server	Mandatory
ThisDN	Mandatory
ThisDNRole	Mandatory
time	Mandatory
TransferredNetworkCallID	Optional
TransferredNetworkNodeID	Optional
UserData	Optional

Example

See [Voice-Processing Feature Example](#).