



Constants and Status Codes

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In this chapter

This section lists the possible values for various status codes and fields that can appear in CTI Server messages. These values are defined in the CTILink.h file, located in the \icm\include directory.

Failure Indication Message Status Codes

This table shows the status codes that may be included in the FAILURE_CONF and FAILURE_EVENT messages.

Status Codes

Status Code	Description
E_CTI_NO_ERROR	No error occurred.
E_CTI_INVALID_VERSION	The CTI Server does not support the protocol version.
E_CTI_INVALID_MESSAGE_LENGTH	A message with an invalid message length was received.
E_CTI_INVALID_FIELD_TAG	A message with an invalid floating field tag was received.
E_CTI_SESSION_NOT_OPEN	No session is currently open on the connection.
E_CTI_SESSION_ALREADY_OPEN	A session is already open on the connection.
E_CTI_REQUIRED_DATA_MISSING	The request did not include one or more required fields.
E_CTI_INVALID_PERIPHERAL_ID	A message with an invalid PeripheralID was received.
E_CTI_INVALID_AGENT_DATA	The provided agent data item(s) are invalid.
E_CTI_AGENT_NOT_LOGGED_ON	The indicated agent is not currently logged on.
E_CTI_DEVICE_IN_USE	The indicated agent teleset is already assigned to another agent.
E_CTI_NEW_SESSION_OPENED	This session is being terminated due to a new session being opened.
E_CTI_FUNCTION_NOT_AVAILABLE	A request message was received for a function that is not available.
E_CTI_INVALID_CALLID	A request message was received with an invalid call ID.
E_CTI_PROTECTED_VARIABLE	The CTI client may not update the requested variable.
E_CTI_CTI_SERVER_OFFLINE	The CTI Server is not able to function normally.
E_CTI_TIMEOUT	The CTI Server failed to respond to a request within the IdleTimeout period.
E_CTI_UNSPECIFIED_FAILURE	An unspecified error occurred.
E_CTI_INVALID_TIMEOUT	The IdleTimeout field contains a value that is not valid.
E_CTI_INVALID_SERVICE_MASK	The ServicesRequested field has unused bits.
E_CTI_INVALID_CALL_MSG_MASK	The CallMsgMask field has unused bits.
E_CTI_INVALID_AGENT_STATE_MASK	The AgentStateMask field has unused bits.
E_CTI_INVALID_RESERVED_FIELD	A Reserved field has a non-zero value.

Status Code	Description
E_CTI_INVALID_FIELD_LENGTH	A floating field exceeds the allowable length.
E_CTI_INVALID_DIGITS	A STRING field contains characters that are not digits.
E_CTI_BAD_MESSAGE_FORMAT	The message is improperly constructed. This is a fatal error.
E_CTI_INVALID_TAG_FOR_MSG_TYPE	A floating field tag is present that specifies a message type that is not supported.
E_CTI_INVALID_DEVICE_ID_TYPE	A DeviceIDType field contains a value that is not supported.
E_CTI_INVALID_LCL_CONN_STATE	A LocalConnectionState field contains a value that is not supported.
E_CTI_INVALID_EVENT_CAUSE	An EventCause field contains a value that is not supported.
E_CTI_INVALID_NUM_PARTIES	The NumParties field contains a value that exceeds the maximum number of parties.
E_CTI_INVALID_SYS_EVENT_ID	The SystemEventID field contains a value that is not supported.
E_CTI_INCONSISTENT_AGENT_DATA	The provided agent extension, agent id, and/or agent name are inconsistent.
E_CTI_INVALID_CONNECTION_ID_TYPE	A ConnectionDeviceIDType field contains a value that is not supported.
E_CTI_INVALID_CALL_TYPE	The CallType field contains a value that is not supported.
E_CTI_NOT_CALL_PARTY	A CallDataUpdate or Release Call request specifies a party that is not a call party.
E_CTI_INVALID_PASSWORD	The ClientID and Client Password provided do not match.
E_CTI_CLIENT_DISCONNECTED	The client TCP/IP connection was disconnected.
E_CTI_INVALID_OBJECT_STATE	An invalid object state value was provided.
E_CTI_INVALID_NUM_SKILL_GROUPS	An invalid NumSkillGroups value was provided.
E_CTI_INVALID_NUM_LINES	An invalid NumLines value was provided.
E_CTI_INVALID_LINE_TYPE	An invalid LineType value was provided.
E_CTI_INVALID_ALLOCATION_STATE	An invalid AllocationState value was provided.
E_CTI_INVALID_ANSWERING_MACHINE	An invalid AnsweringMachine value was provided.
E_CTI_INVALID_CALL_MANNER_TYPE	An invalid CallMannerType value was provided.
E_CTI_INVALID_CALL_PLACEMENT_TYPE	An invalid CallPlacementType value was provided.
E_CTI_INVALID_CONSULT_TYPE	An invalid ConsultType value was provided.
E_CTI_INVALID_FACILITY_TYPE	An invalid FacilityType value was provided.
E_CTI_INVALID_MSG_TYPE_FOR_VERSION	The provided MessageType is invalid for the specified version.
E_CTI_INVALID_TAG_FOR_VERSION	A floating field tag value is invalid for the specified version.
E_CTI_INVALID_AGENT_WORK_MODE	An invalid AgentWorkMode value was provided.

Status Code	Description
E_CTI_INVALID_CALL_OPTION	An invalid call option value was provided.
E_CTI_INVALID_DESTINATION_COUNTRY	An invalid destination country value was provided.
E_CTI_INVALID_ANSWER_DETECT_MODE	An invalid answer detect mode value was provided.
E_CTI_MUTUALLY_EXCLUS_DEVICEID_TYPES	A peripheral monitor request may not specify mutually exclusive deviceID types.
E_CTI_INVALID_MONITORID	An invalid monitorID value was provided.
E_CTI_SESSION_MONITOR_ALREADY_EXISTS	A requested session monitor was already active.
E_CTI_SESSION_MONITOR_IS_CLIENTS	A client may not monitor its own session.
E_CTI_INVALID_CALL_CONTROL_MASK	An invalid call control mask value was provided.
E_CTI_INVALID_FEATURE_MASK	An invalid feature mask value was provided.
E_CTI_INVALID_TRANSFER_CONFERENCE_SETUP_MASK	An invalid transfer conference setup mask value was provided.
E_CTI_INVALID_ARRAY_INDEX	An invalid named array index value was provided.
E_CTI_INVALID_CHARACTER	An invalid character value was provided.
E_CTI_CLIENT_NOT_FOUND	There is no open session with a matching clientID.
E_CTI_SUPERVISOR_NOT_FOUND	The agent's supervisor is unknown or does not exist.
E_CTI_TEAM_NOT_FOUND	The agent is not a member of an agent team.
E_CTI_NO_CALL_ACTIVE	The specified agent does not have an active call.
E_CTI_NAMED_VARIABLE_NOT_CONFIGURED	The specified named variable is not configured.
E_CTI_NAMED_ARRAY_NOT_CONFIGURED	The specified named array is not configured.
E_CTI_INVALID_CALL_VARIABLE_MASK	The specified call variable mask is not valid.
E_CTI_ELEMENT_NOT_FOUND	An internal error occurred manipulating an element.
E_CTI_INVALID_DISTRIBUTION_TYPE	The specified distribution type is invalid.
E_CTI_INVALID_SKILL_GROUP	The specified skill group is invalid.
E_CTI_TOO_MUCH_DATA	The total combined size of named variables and arrays is too large.
E_CTI_VALUE_TOO_LONG	The value of the specified named variable is too long.
E_CTI_SCALAR_FUNCTION_ON_ARRAY	A NamedArray was specified with a NamedVariable function.
E_CTI_ARRAY_FUNCTION_ON_SCALAR	A NamedVariable was specified with a NamedArray function.
E_CTI_INVALID_NUM_NAMED_VARIABLES	The value in the NumNamedVariables field is invalid.
E_CTI_INVALID_NUM_NAMED_ARRAYS	The value in the NumNamedArrays field is invalid.

Status Code	Description
E_CTI_INVALID_RTP_DIRECTION	The RTP direction value is invalid.
E_CTI_INVALID_RTP_TYPE	The RTP type value is invalid.
E_CTI_CALLED_PARTY_DISPOSITION	The called party disposition is invalid.
E_CTI_INVALID_SUPERVISORY_ACTION	The supervisory action is invalid.
E_CTI_AGENT_TEAM_MONITOR_ALREADY_EXISTS	The agent team monitor already exists.
E_CTI_INVALID_SERVICE	The ServiceNumber or ServiceID value is invalid.
E_CTI_SERVICE_CONFLICT	The ServiceNumber and ServiceID values conflict.
E_CTI_SKILL_GROUP_CONFLICT	The SkillGroupNumber/SkillGroupPriority are in conflict.
E_CTI_INVALID_DEVICE	The specified device is invalid.
E_CTI_INVALID_MR_DOMAIN	Media Routing Domain is invalid.
E_CTI_MONITOR_ALREADY_EXISTS	Monitor already exists.
E_CTI_MONITOR_TERMINATED	Monitor has terminated.
E_CTI_INVALID_TASK_MSG_MASK	The task msg mask is invalid.
E_CTI_SERVER_NOT_MASTER	The server is a standby server.
E_CTI_INVALID_CSD	The CSD Specified is invalid (Unified CCX).
E_CTI_JTAPI_CCM_PROBLEM	Indicates a JTAPI or Unified CM problem.
E_INVALID_CONFIG_MSG_MASK	Indicates a bad config mask in OPEN_REQ.
E_CTI_AUTO_CONFIG_RESET	Indicates a configuration change (Unified CCX).
E_CTI_INVALID_MONITOR_STATUS	Indicates an invalid monitor.
E_CTI_INVALID_REQUEST_TYPE	Indicates an invalid request ID type.
E_CTI_INVALID_CLIENT_FOR_STANDBY	Standby CTIServer returns this error code when the client is not a standby client. <ul style="list-style-type: none"> • The clients with protocol version 23 or later. • The clients without ServiceMask CTI_S.
E_CTI_INVALID_UNIQUE_INSTANCE_ID	This status code is returned as a failure response when the value is empty (0 length).
E_CTI_DUPLICATE_UNIQUE_INSTANCE_ID	This status code is returned as a failure response when the value is already in use in the OPEN_REQ message.

Status Code	Description
E_CTI_SERVER_IN_MAINTENANCE_MODE	This status code is returned as a failure re Mode is in progress. The code is used to close the client sessio

SystemEventID Values

This table shows the SystemEventID values that may be included in the SYSTEM_EVENT messages.

Table 1: SystemEventID Values

SystemEventID	Description	Value
SYS_CENTRAL_CONTROLLER_ONLINE	The PG has resumed communication with the Unified CCE Central Controller.	1
SYS_CENTRAL_CONTROLLER_OFFLINE	The PG is unable to communicate with the Unified CCE Central Controller.	2
SYS_PERIPHERAL_ONLINE	A peripheral monitored by the PG has gone online. SystemEventArg1 contains the PeripheralID of the peripheral.	3
SYS_PERIPHERAL_OFFLINE	A peripheral monitored by the PG has gone offline. SystemEventArg1 contains the PeripheralID of the peripheral.	4
SYS_TEXT_FYI	Broadcast of informational “text” floating field.	5
SYS_PERIPHERAL_GATEWAY_OFFLINE	The CTI Server is unable to communicate with the Unified CCE Peripheral Gateway.	6
SYS_CTI_SERVER_OFFLINE	The local software component is unable to communicate with the CTI Server.	7
SYS_CTI_SERVER_ONLINE	The local software component has resumed communication with the CTI Server.	8
SYS_HALF_HOUR_CHANGE	The Unified CCE Central Controller time has changed to a new half hour.	9
SYS_INSTRUMENT_OUT_OF_SERVICE	An Enterprise Agent device target has been removed from service. SystemEventArg1 contains the PeripheralID of the peripheral, and SystemEventText contains the AgentInstrument that was removed from service.	10

SystemEventID	Description	Value
SYS_INSTRUMENT_BACK_IN_SERVICE	An Enterprise Agent device target has been returned to service. SystemEventArg1 contains the PeripheralID of the peripheral, and SystemEventText contains the AgentInstrument that was returned to service.	11

Special Values

This table shows the values used to define sizes and limits, indicate special IDs, and unspecified data elements.

Table 2: Special Values

Constant	Description	Value
MAX_NUM_CTI_CLIENTS	The maximum number of CTI clients that can be in a message list.	16
MAX_NUM_PARTIES	The maximum number of conference call parties that can be in a message list.	16
MAX_NUM_DEVICES	The maximum number of call devices that can be in a message list.	16
MAX_NUM_CALLS	The maximum number of calls that can be in a message list.	16
MAX_NUM_SKILL_GROUPS	The maximum number of skill group fields that can be in a message list.	20
MAX_NUM_LINES	The maximum number of teletype line fields that can be in a message list.	10
NULL_CALL_ID	No call ID is supplied.	0xFFFFFFFF
NULL_PERIPHERAL_ID	No peripheral ID is supplied.	0xFFFFFFFF
NULL_SERVICE	No service is supplied.	0xFFFFFFFF
NULL_SKILL_GROUP	No skill group is supplied.	0xFFFFFFFF
NULL_CALLTYPE	Indicates that no CallType is supplied.	0xFFFF

Tag Values

This table shows the values used in the tag subfield of floating fields.

Table 3: Tag Values

Floating Field Tag	Using Messages
CLIENT_ID_TAG	OPEN_REQ
CLIENT_PASSWORD_TAG	OPEN_REQ
CLIENT_SIGNATURE_TAG	OPEN_REQ, AGENT_STATE_EVENT
AGENT_EXTENSION_TAG	OPEN_REQ, OPEN_CONF, AGENT_STA
AGENT_ID_TAG	OPEN_REQ, OPEN_CONF, AGENT_STA SET_AGENT_STATE_EVENT
AGENT_INSTRUMENT_TAG	OPEN_REQ, OPEN_CONF, AGENT_STA QUERY_AGENT_STATE_REQ, SET_AGI MAKE_CALL_REQ
TEXT_TAG	SYSTEM_EVENT, CLIENT_EVENT_REP AGENT_TASKS_END_EVENT
ANI_TAG	BEGIN_CALL_EVENT, CALL_DATA_U TRANSLATION_ROUTE_EVENT, SNAP
UUI_TAG	BEGIN_CALL_EVENT, CALL_DATA_U CALL_TRANSLATION_ROUTE_EVENT CALL_REQ, MAKE_CALL_REQ, TRANS SNAPSHOT_CALL_CONF
DNIS_TAG	BEGIN_CALL_EVENT, CALL_DATA_U TRANSLATION_ROUTE_EVENT, SNAP
DIALED_NUMBER_TAG	BEGIN_CALL_EVENT, CALL_DATA_U CALL_TRANSLATION_ROUTE_EVENT CALL_REQ, MAKE_CALL_REQ, TRAN SNAPSHOT_CALL_CONF
CED_TAG	BEGIN_CALL_EVENT, CALL_DATA_U TRANSLATION_ROUTE_EVENT, SNAP
CALL_VAR_1_TAG through CALL_VAR_10_TAG	BEGIN_CALL_EVENT, CALL_DATA_U CALL_TRANSLATION_ROUTE_EVENT CALL_REQ, MAKE_CALL_REQ, TRANS SNAPSHOT_CALL_CONF, SNAPSHOT_ SNAPSHOT_TASK_EVENT
CTI_CLIENT_SIGNATURE_TAG	BEGIN_CALL_EVENT, CALL_DATA_U SNAPSHOT_CALL_CONF
CTI_CLIENT_TIMESTAMP_TAG	BEGIN_CALL_EVENT, CALL_DATA_U SNAPSHOT_CALL_CONF
CONNECTION_DEVID_TAG	Any CALL EVENT message, most CLIE

Floating Field Tag	Using Messages
ALERTING_DEVID_TAG	CALL_DELIVERED_EVENT
CALLING_DEVID_TAG	CALL_DELIVERED_EVENT, CALL_ESTAB CALL_ORIGINATED_EVENT, CALL_SERVICE_INITIATED_EVENT, CALL SET_DEVICE_ATTRIBUTES_REQ
CALLED_DEVID_TAG	CALL_DELIVERED_EVENT, CALL_ESTAB CALL_ORIGINATED_EVENT, CALL_QUEUE
LAST_REDIRECT_DEVID_TAG	CALL_DELIVERED_EVENT, CALL_ESTAB CALL_QUEUED_EVENT
ANSWERING_DEVID_TAG	CALL_ESTABLISHED_EVENT
HOLDING_DEVID_TAG	CALL_HELD_EVENT
RETRIEVING_DEVID_TAG	CALL_RETRIEVED_EVENT
RELEASING_DEVID_TAG	CALL_CONNECTION_CLEARED_EVENT
FAILING_DEVID_TAG	CALL_FAILED_EVENT
PRIMARY_DEVID_TAG	CALL_CONFERENCED_EVENT, CALL_TRA
SECONDARY_DEVID_TAG	CALL_CONFERENCED_EVENT, CALL_TRA
CONTROLLER_DEVID_TAG	CALL_CONFERENCED_EVENT
ADDED_PARTY_DEVID_TAG	CALL_CONFERENCED_EVENT
PARTY_CALLID_TAG	CALL_CONFERENCED_EVENT, CALL_TRA CONFERENCE_CALL_CONF, TRANSFER_C
PARTY_DEVID_TYPE_TAG	CALL_CONFERENCED_EVENT, CALL_TRA CONFERENCE_CALL_CONF, TRANSFER_C
PARTY_DEVID_TAG	CALL_CONFERENCED_EVENT, CALL_TRA CONFERENCE_CALL_CONF, TRANSFER_C
TRANSFERRING_DEVID_TAG	CALL_TRANSFERRED_EVENT
TRANSFERRED_DEVID_TAG	CALL_TRANSFERRED_EVENT
DIVERTING_DEVID_TAG	CALL_DIVERTED_EVENT
QUEUE_DEVID_TAG	CALL_QUEUED_EVENT
CALL_WRAPUP_DATA_TAG	BEGIN_CALL_EVENT, CALL_DATA_UPDA SET_CALL_DATA_REQ, CONSULTATION_C MAKE_CALL_REQ, TRANSFER_CALL_RE SNAPSHOT_CALL_CONF

Floating Field Tag	Using Messages
NEW_CONNECTION_DEVID_TAG	CALL_DATA_UPDATE_EVENT, CONFERENCE_CONSULTATION_CALL_CONF, MAKE_CALL_TRANSFER_CALL_CONF
TRUNK_USED_DEVID_TAG	CALL_REACHED_NETWORK_EVENT
AGENT_PASSWORD_TAG	SET_AGENT_STATE_REQ
ACTIVE_CONN_DEVID_TAG	ALTERNATE_CALL_REQ, CONFERENCE_CONSULTATION_CALL_REQ, RECONNECT_TRANSFER_CALL_REQ
FACILITY_CODE_TAG	CONSULTATION_CALL_REQ, MAKE_CALL_TRANSFER_CALL_REQ
OTHER_CONN_DEVID_TAG	ALTERNATE_CALL_REQ
HELD_CONN_DEVID_TAG	CONFERENCE_CALL_REQ, RECONNECT_RETRIEVE_CALL_REQ, TRANSFER_CALL_REQ
(reserved)	
CALL_CONN_CALLID_TAG	SNAPSHOT_CALL_CONF, SNAPSHOT_CALL_STATE_CONF
CALL_CONN_DEVID_TYPE_TAG	SNAPSHOT_CALL_CONF, SNAPSHOT_CALL_STATE_CONF
CALL_CONN_DEVID_TAG	SNAPSHOT_CALL_CONF, SNAPSHOT_CALL_STATE_CONF
CALL_DEVID_TYPE_TAG	SNAPSHOT_CALL_CONF
CALL_DEVID_TAG	SNAPSHOT_CALL_CONF
CALL_DEV_CONN_STATE_TAG	SNAPSHOT_CALL_CONF
SKILL_GROUP_NUMBER_TAG	CALL_QUEUED_EVENT, CALL_DEQUEUED_QUERY_AGENT_STATE_CONF
SKILL_GROUP_ID_TAG	CALL_QUEUED_EVENT, CALL_DEQUEUED_QUERY_AGENT_STATE_CONF
SKILL_GROUP_PRIORITY_TAG	CALL_QUEUED_EVENT, CALL_DEQUEUED_QUERY_AGENT_STATE_CONF
SKILL_GROUP_STATE_TAG	QUERY_AGENT_STATE_CONF
OBJECT_NAME_TAG	CLIENT_EVENT_REPORT
DTMF_STRING_TAG	SEND_DTMF_SIGNAL_REQ
POSITION_ID_TAG	SET_AGENT_STATE_REQ
SUPERVISOR_ID_TAG	SET_AGENT_STATE_REQ
LINE_HANDLE_TAG	QUERY_DEVICE_INFO_CONF

Floating Field Tag	Using Messages
LINE_TYPE_TAG	QUERY_DEVICE_INFO_CONF
ROUTER_CALL_KEY_DAY_TAG	BEGIN_CALL_EVENT, CALL_DATA_UPDATE_EVENT, TRANSLATION_ROUTE_EVENT, SNAPSHOT_DEVICE_CONF
ROUTER_CALL_KEY_CALLID_TAG	BEGIN_CALL_EVENT, CALL_DATA_UPDATE_EVENT, TRANSLATION_ROUTE_EVENT, SNAPSHOT_DEVICE_CONF
ROUTER_CALL_KEY_SEQUENCE_NUM_TAG	AGENT_LEGACY_PRE_CALL_EVENT, BEGIN_CALL_EVENT, CALL_DATA_UPDATE_EVENT, CALL_TRANSLATION_ROUTE_EVENT, AGENT_PRE_CALL_EVENT, AGENT_PRE_CALL_ABORT_EVENT
(reserved)	
CALL_STATE_TAG	SNAPSHOT_DEVICE_CONF
MONITORED_DEVID_TAG	MONITOR_START_REQ
AUTHORIZATION_CODE_TAG	CONFERENCE_CALL_REQ, CONSULTATION_CALL_REQ, MAKE_CALL_REQ, MAKE_PREDICTIVE_CALL_REQ, TRANSFER_CALL_REQ
ACCOUNT_CODE_TAG	CONFERENCE_CALL_REQ, CONSULTATION_CALL_REQ, MAKE_CALL_REQ, MAKE_PREDICTIVE_CALL_REQ, TRANSFER_CALL_REQ
ORIGINATING_DEVID_TAG	MAKE_PREDICTIVE_CALL_REQ
ORIGINATING_LINE_ID_TAG	MAKE_PREDICTIVE_CALL_REQ
CLIENT_ADDRESS_TAG	CLIENT_SESSION_OPENED_EVENT, CLIENT_SESSION_CLOSED_EVENT
NAMED_VARIABLE_TAG	BEGIN_CALL_EVENT, CALL_DATA_UPDATE_EVENT, AGENT_PRE_CALL_EVENT, CALL_TRANSLATION_ROUTE_EVENT, SET_CALL_DATA_REQ, CONFERENCE_CALL_REQ, CONSULTATION_CALL_REQ, MAKE_CALL_REQ, MAKE_PREDICTIVE_CALL_REQ, TRANSFER_CALL_REQ, SNAPSHOT_CALL_CONF, REGISTER_VARIABLE_REQ, SNAPSHOT_TASK_RESP, SNAPSHOT_TASK_REQ
NAMED_ARRAY_TAG	BEGIN_CALL_EVENT, CALL_DATA_UPDATE_EVENT, AGENT_PRE_CALL_EVENT, CALL_TRANSLATION_ROUTE_EVENT, SET_CALL_DATA_REQ, CONFERENCE_CALL_REQ, CONSULTATION_CALL_REQ, MAKE_CALL_REQ, MAKE_PREDICTIVE_CALL_REQ, TRANSFER_CALL_REQ, SNAPSHOT_CALL_CONF, REGISTER_VARIABLE_REQ, SNAPSHOT_TASK_RESP, SNAPSHOT_TASK_REQ
CALL_CONTROL_TABLE_TAG	MAKE_CALL_REQ, MAKE_PREDICTIVE_CALL_REQ

Floating Field Tag	Using Messages
SUPERVISOR_INSTRUMENT_TAG	SUPERVISE_CALL_REQ
ATC_AGENT_ID_TAG	AGENT_TEAM_CONFIG_EVENT
AGENT_FLAGS_TAG	AGENT_TEAM_CONFIG_EVENT
ATC_AGENT_STATE_TAG	AGENT_TEAM_CONFIG_EVENT
ATC_STATE_DURATION_TAG	AGENT_TEAM_CONFIG_EVENT
AGENT_CONNECTION_DEVID_TAG	SUPERVISE_CALL_REQ
SUPERVISOR_CONNECTION_DEVID_TAG	SUPERVISE_CALL_REQ,
LIST_TEAM_ID_TAG	LIST_AGENT_TEAM_CONF
DEFAULT_DEVICE_PORT_ADDRESS_TAG	AGENT_DESK_SETTINGS_CONF
SERVICE_NAME_TAG	REGISTER_SERVICE_REQ
CUSTOMER_PHONE_NUMBER_TAG	SET_CALL_DATA_REQ, CALL_DATA_U
CUSTOMER_ACCOUNT_NUMBER_TAG	SET_CALL_DATA_REQ, CALL_DATA_U
APP_PATH_ID_TAG	OPEN_REQ
SCRIPT_SELECTOR_TAG	SNAPSHOT_TASK_RESP, SNAPSHOT_T
APPLICATION_STRING1_TAG	SNAPSHOT_TASK_RESP, SNAPSHOT_T
APPLICATION_STRING2_TAG	SNAPSHOT_TASK_RESP, SNAPSHOT_T
ROUTER_CALL_KEY_SEQUENCE_NUM_TAG	AGENT_LEGACY_PRE_CALL_EVENT, CALL_DATA_UPDATE_EVENT, CALL_TRANSLATION_ROUTE_EVENT AGENT_PRE_CALL_EVENT, AGENT_PRE_CALL_ABORT_EVENT
TRUNK_NUMBER_TAG	CALL_DELIVERED_EVENT, CALL_EST CALL_REACHED_NETWORK_EVENT
TRUNK_GROUP_NUMBER_TAG	CALL_DELIVERED_EVENT, CALL_EST CALL_REACHED_NETWORK_EVENT
EXT_AGENT_STATE_TAG	AGENT_STATE_EVENT
DEQUEUE_TYPE_TAG	CALL_DEQUEUED_EVENT
SENDING_ADDRESS_TAG	RTP_STARTED_EVENT, RTP_STOPPED
SENDING_PORT_TAG	RTP_STARTED_EVENT RTP_STOPPED
Unused	

Floating Field Tag	Using Messages
MAX_QUEUED_TAG	CONFIG_SERVICE_EVENT, CONFIG_DEVI
QUEUE_ID_TAG	QUEUE_UPDATED_EVENT
CUSTOMER_ID_TAG	CONFIG_REQUEST_EVENT
SERVICE_SKILL_TARGET_ID_TAG	CONFIG_SERVICE_EVENT
PERIPHERAL_NAME_TAG	CONFIG_SERVICE_EVENT, CONFIG_SKIL CONFIG_AGENT_EVENT, CONFIG_DIALE
DESCRIPTION_TAG	CONFIG_SERVICE_EVENT, CONFIG_SKIL CONFIG_AGENT_EVENT, CONFIG_DIALE CONFIG_MRD_EVENT
SERVICE_MEMBER_ID_TAG	CONFIG_SKILL_GROUP_EVENT
SERVICE_MEMBER_PRIORITY_TAG	CONFIG_SKILL_GROUP_EVENT
FIRST_NAME_TAG	CONFIG_AGENT_EVENT
LAST_NAME_TAG	CONFIG_AGENT_EVENT
SKILL_GROUP_TAG	CONFIG_AGENT_EVENT
AGENT_SKILL_TARGET_ID_TAG	CONFIG_AGENT_EVENT
SERVICE_TAG	CONFIG_DIALED_NUMBER_EVENT
Reserved	
DURATION_TAG	AGENT_STATE_EVENT
Reserved	
EXTENSION_TAG	CONFIG_SKILL_GROUP_EVENT, CONFIG CONFIG_AGENT_EVENT, CONFIG_DEVIC
SERVICE_LEVEL_THRESHOLD_TAG	CONFIG_SERVICE_EVENT
SERVICE_LEVEL_TYPE_TAG	CONFIG_SERVICE_EVENT
CONFIG_PARAM_TAG	CONFIG_SKILL_GROUP_EVENT, CONFIG
SERVICE_CONFIG_KEY_TAG	CONFIG_KEY_EVENT, CONFIG_BEGIN_E
SKILL_GROUP_CONFIG_KEY_TAG	CONFIG_KEY_EVENT, CONFIG_BEGIN_E
AGENT_CONFIG_KEY_TAG	CONFIG_KEY_EVENT, CONFIG_BEGIN_E
DEVICE_CONFIG_KEY_TAG	CONFIG_KEY_EVENT, CONFIG_BEGIN_E
Unused	

Floating Field Tag	Using Messages
RECORD_TYPE_TAG	CONFIG_AGENT_EVENT, CONFIG_DEVICE_EVENT, CONFIG_SERVICE_EVENT, CONFIG_SKILL_GROUP_EVENT
PERIPHERAL_NUMBER_TAG	CONFIG_AGENT_EVENT, CONFIG_DEVICE_EVENT, CONFIG_SERVICE_EVENT, CONFIG_SKILL_GROUP_EVENT
AGENT_SKILL_TARGET_ID_TAG	CONFIG_AGENT_EVENT
NUM_SERVICE_MEMBERS_TAG	CONFIG_SERVICE_EVENT
SERVICE_MEMBER_TAG	CONFIG_SERVICE_EVENT
SERVICE_PRIORITY_TAG	CONFIG_SERVICE_EVENT
AGENT_TYPE_TAG	CONFIG_AGENT_EVENT
LOGIN_ID_TAG	CONFIG_AGENT_EVENT
NUM_SKILLS_TAG	CONFIG_AGENT_EVENT
SKILL_GROUP_SKILL_TARGET_ID_TAG	CONFIG_SKILL_GROUP_EVENT
SERVICE_ID_TAG	CONFIG_DEVICE_EVENT
AGENT_ID_LONG_TAG	OPEN_REQ, OPEN_REQ, OPEN_REQ_CANCEL, AGENT_STATE_EVENT, RTP_STARTED_EVENT, RTP_STOPPED_EVENT, SUPERVISE_CALL_EVENT, EMERGENCY_CALL_EVENT, USER_MESSAGE_EVENT, SET_AGENT_STATE_REQ, SET_AGENT_STATE_EVENT, QUERY_AGENT_STATE_REQ, QUERY_AGENT_STATE_EVENT, AGENT_UPDATED_EVENT
DEVICE_TYPE_TAG	CONFIG_DEVICE_EVENT
Unused	
ENABLE_TAG	ROUTE_REGISTER_EVENT
DEVICEID_TAG	ROUTE_REQUEST_EVENT
TIMEOUT_TAG	ROUTE_REQUEST_EVENT
CURRENT_ROUTE_TAG	ROUTE_REQUEST_EVENT
SECONDARY_CONNECTION_CALL_ID	CALL_DELIVERED_EVENT
PRIORITY_QUEUE_NUMBER_TAG	CALL_QUEUED_EVENT
TEAM_NAME_TAG	TEAM_CONFIG_EVENT
MEMBER_TYPE_TAG	TEAM_CONFIG_EVENT
EVENT_DEVICE_ID_TAG	SYSTEM_EVENT

Floating Field Tag	Using Messages
LOGIN_NAME_TAG (V11)	CONFIG_AGENT_EVENT
PERIPHERAL_ID_TAG (V11)	CONFIG_AGENT_EVENT, CONFIG_SERVICE_EVENT, CONFIG_SKILL_GROUP_EVENT, CONFIG_TRANSACTION_EVENT
CALL_TYPE_KEY_CONFIG_TAG (V11)	CONFIG_KEY_EVENT
CALL_TYPE_ID_TAG (V11)	AGENT_PRE_CALL_EVENT, CONFIG_CALL_TYPE_EVENT, SET_APP_DATA
CUSTOMER_DEFINITION_ID_TAG (V11)	CONFIG_CALL_TYPE_EVENT
ENTERPRISE_NAME_TAG (V11)	CONFIG_CALL_TYPE_EVENT CONFIG_MRD_EVENT
OLD_PERIPHERAL_NUMBER_TAG	CONFIG_SKILL_GROUP_EVENT, CONFIG_TRANSACTION_EVENT
CUR_LOGIN_ID	CONFIG_AGENT_EVENT
ANI_II_TAG	BEGIN_CALL_EVENT, CALL_TRANSLATION_EVENT, CALL_DATA_UPDATE, CALL_DELIVERED_EVENT, AGENT_PRE_CALL_EVENT, SET_CALL_DATA_EVENT, SNAPSHOT_CALL_REQ, ROUTE_REQUEST_EVENT
MR_DOMAIN_ID_TAG	CONFIG_SKILL_GROUP_EVENT, CONFIG_TRANSACTION_EVENT CONFIG_MRD_EVENT
CTIOS_CIL_CLIENT_ID_TAG	SET_CALL_DATA_REQ, ALTERNATE_CALL_REQ, ANSWER_CALL_REQ, CLEAR_CALL_REQ, CLEAR_CONNECTION_REQ, DEFLECT_CALL_REQ, HOLD_CALL_REQ, RECONNECT_CALL_REQ, RETRIEVE_CALL_REQ, SEND_DTMF_SIGNAL_REQ, CHANGE_MONITOR_MASK_REQ, USER_MONITOR_SESSION_START_REQ, SESSION_MONITOR_START_REQ, SESSION_MONITOR_STOP_REQ, MONITOR_AGENT_TEAM_START_REQ, MONITOR_AGENT_TEAM_STOP_REQ, FAULT_CONTROL_FAILURE_CONF
SILENT_MONITOR_STATUS_TAG	SNAPSHOT_DEVICE_CONF
REQUESTING_DEVICE_ID_TAG	CALL_CLEAR_CONNECTION_REQ
REQUESTING_DEVICE_ID_TYPE_TAG	CALL_CLEAR_CONNECTION_REQ
PRE_CALL_INVOKE_ID_TAG	AGENT_PRE_CALL_EVENT, SET_APP_DATA
ENTERPRISE_QUEUE_TIME	
CALL_REFERENCE_ID_TAG	BEGIN_CALL_EVENT, CALL_DATA_UPDATE, CALL_TERMINATION_EVNT, SNAPSHOT_CALL_REQ

Floating Field Tag	Using Messages
MULTI_LINE_AGENT_CONTROL_TAG	OPEN_CONF
NETWORK_CONTROLLED_TAG	ROUTE_SELECT_EVENT
Used	
NUM_PERIPHERALS_TAG	OPEN_CONF
COC_CONNECTION_CALL_ID_TAG	CALL_SERVICE_INITIATED_EVENT, ROUTE_REQUEST_EVENT, SNAPSHOT
COC_CONNECTION_DEVICE_ID_TYPE_TAG	CALL_SERVICE_INITIATED_EVENT, ROUTE_REQUEST_EVENT, SNAPSHOT
COC_CONNECTION_DEVICE_ID_TAG	CALL_SERVICE_INITIATED_EVENT, ROUTE_REQUEST_EVENT, SNAPSHOT
CALL_ORIGINATED_FROM_TAG	SET_CALL_DATA_REQ
SET_APPDATA_CALLID_TAG	
CLIENT_SHARE_KEY_TAG	
AGENT_TEAM_NAME_TAG	AGENT_TEAM_CONFIG_EVENT
DIRECTION_TAG	AGENT_STATE_EVENT
OPTIONS_TAG	ROUTE_REQUEST_EVENT (internal use)
FLT_MRD_ID_TAG	CONFIG_MEDIA_ROUTING_DOMAIN_I Only)
MEDIA_CLASS_ID_TAG	CONFIG_MEDIA_ROUTING_DOMAIN_I CONFIG_MEDIA_CLASS_EVENT (Intern
TASK_LIFE_TAG	CONFIG_MEDIA_ROUTING_DOMAIN_I CONFIG_MEDIA_CLASS_EVENT (Intern
TASK_START_TIMEOUT_TAG	CONFIG_MEDIA_ROUTING_DOMAIN_I CONFIG_MEDIA_CLASS_EVENT (Intern
MAX_TASK_DURATION_TAG	CONFIG_MEDIA_ROUTING_DOMAIN_I CONFIG_MEDIA_CLASS_EVENT (Intern CONFIG_MRD_EVENT
INTERRUPTIBLE_TAG	CONFIG_MEDIA_ROUTING_DOMAIN_I Only) CONFIG_MRD_EVENT

Floating Field Tag	Using Messages
MAX_CALLS_IN_QUEUE_TAG	CONFIG_MEDIA_ROUTING_DOMAIN_EVENT (Only)
MAX_CALLS_IN_QUEUE_PER_CALL_TYPE_TAG	CONFIG_MEDIA_ROUTING_DOMAIN_EVENT (Only)
MAX_TIME_IN_QUEUE_TAG	CONFIG_MEDIA_ROUTING_DOMAIN_EVENT (Only)
INTERNAL_AGENT_STATE_TAG	QUERY_AGENT_STATE_CONF (internal use)
Unused	
SSO_ENABLED_TAG	CONFIG_AGENT_EVENT, SET_AGENT_STATE
FLT_TASK_ID_TAG	AGENT_TASKS_RESP, AGENT_TASKS_EVENT
FLT_ICM_DISP_TAG	MEDIA_LOGOUT_IND
FLT_APP_DISP_TAG	MEDIA_LOGOUT_IND
NUM_MRDS_TAG	CONFIG_AGENT_EVENT, DESKTOP_CONFIG
FLT_AGENT_MRD_ID_TAG	CONFIG_AGENT_EVENT, DESKTOP_CONFIG
FLT_AGENT_MRD_STATE_TAG	CONFIG_AGENT_EVENT
FLT_PRECISION_QUEUE_ID_TAG	CONFIG_SKILL_GROUP_EVENT
FLT_PRECISION_QUEUE_NAME_TAG	CONFIG_SKILL_GROUP_EVENT
MAX_BEYOND_TASK_LIMIT_TAG	AGENT_STATE_EVENT, QUERY_AGENT_STATE_CONF, MEDIA_LOGIN_REQ, AGENT_INIT_REQ
AGENT_DESK_SETTINGS_ID_TAG	CONFIG_AGENT_EVENT
XFER_IN_WHILE_LOGGED_OUT_TAG	OFFER_APPLICATION_TASK_REQ START_APPLICATION_TASK_REQ
PERIPHERAL_CONFIG_KEY_TAG	CONFIG_KEY_EVENT
AGENT_DESK_SETTINGS_CONFIG_KEY_TAG	CONFIG_AGENT_EVENT
CONFIG_PERIPHERAL_ID_TAG	CONFIG_PERIPHERAL_EVENT
DEFAULT_AGENT_DESK_SETTINGS_ID_TAG	CONFIG_PERIPHERAL_EVENT
FLT_DESK_SETTINGS_MASK_TAG	CONFIG_AGENT_DESK_SETTINGS_EVENT
FLT_WRAP_UP_DATA_INCOMING_MODE_TAG	CONFIG_AGENT_DESK_SETTINGS_EVENT

Floating Field Tag	Using Messages
FLT_WRAP_UP_DATA_OUTGOING_MODE_TAG	CONFIG_AGENT_DESK_SETTINGS_EV
FLT_LOGOUT_NON_ACTIVITY_TIME_TAG	CONFIG_AGENT_DESK_SETTINGS_EV
FLT_QUALITY_RECORDING_RATE_TAG	CONFIG_AGENT_DESK_SETTINGS_EV
FLT_RING_NO_ANSWER_TIME_TAG	CONFIG_AGENT_DESK_SETTINGS_EV
FLT_SILENT_MONITOR_WARNING_MESSAGE_TAG	CONFIG_AGENT_DESK_SETTINGS_EV
FLT_SILENT_MONITOR_AUDIBLE_INDICATION_TAG	CONFIG_AGENT_DESK_SETTINGS_EV
FLT_SUPERVISOR_ASSIST_CALL_METHOD_TAG	CONFIG_AGENT_DESK_SETTINGS_EV
FLT_EMERGENCY_CALL_METHOD_TAG	CONFIG_AGENT_DESK_SETTINGS_EV
FLT_AUTO_RECORD_ON_EMERGENCY_TAG	CONFIG_AGENT_DESK_SETTINGS_EV
FLT_RECORDING_MODE_TAG	CONFIG_AGENT_DESK_SETTINGS_EV
FLT_WORK_MODE_TIMER_TAG	CONFIG_AGENT_DESK_SETTINGS_EV
FLT_RING_NO_ANSWER_DN_ID_TAG	CONFIG_AGENT_DESK_SETTINGS_EV
FLT_DEFAULT_DEVICE_PORT_ADDRESS_TAG	CONFIG_AGENT_DESK_SETTINGS_EV
DESKTOP_CONNECTED_FLAG_TAG	AGENT_TASKS_REQUEST_EVENT

AgentState Values

This table shows the agent state values that may appear in the QUERY_AGENT_STATE_CONF messages.

Table 4: AgentState Values

State Name	Description	Value
AGENT_STATE_LOGIN	The agent has logged on to the ACD. It does not necessarily indicate that the agent is ready to accept calls.	0
AGENT_STATE_LOGOUT	The agent has logged out of the ACD and cannot accept any additional calls.	1
AGENT_STATE_NOT_READY	The agent is unavailable for any call work.	2
AGENT_STATE_AVAILABLE	The agent is ready to accept a call.	3
AGENT_STATE_TALKING	The agent is currently talking on a call (inbound, outbound, or inside).	4

State Name	Description	Value
AGENT_STATE_WORK_NOT_READY	The agent is performing after call work, but will not be ready to receive a call when completed.	5
AGENT_STATE_WORK_READY	The agent is performing after call work, and will be ready to receive a call when completed.	6
AGENT_STATE_BUSY_OTHER	The agent is busy performing a task associated with another active SkillGroup.	7
AGENT_STATE_RESERVED	The agent is reserved for a call that will arrive at the ACD shortly.	8
AGENT_STATE_UNKNOWN	The agent state is currently unknown.	9
AGENT_STATE_HOLD	The agent currently has all calls on hold.	10
AGENT_STATE_ACTIVE	The agent state is currently active.	11
AGENT_STATE_PAUSED	The agent state is currently paused.	12
AGENT_STATE_INTERRUPTED	The agent state is currently interrupted.	13
AGENT_STATE_NOT_ACTIVE	The agent state is currently not active.	14

PGStatusCode Values

This table shows the PGStatusCode values that may be included in the SYSTEM_EVENT message.

Table 5: PGStatusCode Values

PGStatus	Description	Mask Value
PGS_OPC_DOWN	Communication lost between the CTI Server and the PG's Open Peripheral Controller (OPC) process. No call or agent state event messages can be sent due to this condition.	0x00000001
PGS_CC_DOWN	Communication lost between the PG and the Unified CCE Central Controller. Primarily affects translation routing and post-routing, other call and agent event messages can still be sent.	0x00000002
PGS_PERIPHERAL_OFFLINE	One or more of the peripherals monitored by the PG are offline.	0x00000004
PGS_CTI_SERVER_OFFLINE	Loss of communication between the CTI Server and the CTI Client. This status code is not reported by a software layer between the CTI Server and the client application.	0x00000008

PGStatus	Description	Mask Value
PGS_LIMITED_FUNCTION	This status code may be reported by a software layer between the CTI Server and the client application when PGS_CTI_SERVER_OFFLINE is true to indicate that limited local call control is possible.	0x00000010

PeripheralType Values

This table shows the PeripheralType values that may be included in the Client Events service messages.

Table 6: PeripheralType Values

Peripheral Type	Description	Value
PT_NONE	Not Applicable	0xffff
PT_ASPECT	Aspect Call Center ACD	1
PT_MERIDIAN	Northern Telecom Meridian ACD	2
PT_G2	Lucent G2	3
PT_DEFINITY_ECS_NON_EAS	Lucent DEFINITY ECS (without Expert Agent Selection)	4
PT_DEFINITY_ECS_EAS	Lucent DEFINITY ECS (with Expert Agent Selection)	5
PT_GALAXY	Obsolete	6
PT_SPECTRUM	Obsolete	7
PT_VRU	VRU (event type interface)	8
PT_VRU_POLLED	VRU (polled type interface)	9
PT_DMS100	Obsolete	10
PT_SIEMENS_9006	Siemens Hicom ACD (9006)	11
PT_SIEMENS_9005	Siemens 9751 CBX Release 9005 (Rolm 9005)	12
PT_ALCATEL	Alcatel 4400 ACD	13
PT_NEC_NEAX_2x00	Obsolete	14
PT_ACP_1000	Ericsson ACP1000	15
PT_SYMPOSIUM	Avaya Aura	16
PT_ENTERPRISE_AGENT	Unified CCE Manager	17
PT_MD110	Ericsson MD-110	18
PT_MEDIA_ROUTING	Media Routing	19

Peripheral Type	Description	Value
PT_GENERIC	Generic	20
PT_ACMI_CRS	A Gateway PG over Unified CCX	21
PT_ACMI_IPCC	A Gateway PG over Unified CCE or Unified CCX	22
PT_SIMPLIFIED_IPCC	A system using the System PG	23
PT_ARS	A system using the ARS PG	24
PT_ACMI_ERS	A system using the ERS PG	25
PT_ACMI_EXPERT_ADVISOR	Obsolete	26
{reserved}		27

LocalConnectionState Values

This table shows the LocalConnectionState values.

Table 7: LocalConnectionState values

LocalConnectionState	Description	Value
LCS_NONE	Not applicable	0xffff
LCS_NULL	No relationship between call and device.	0
LCS_INITIATE	Device requesting service (“dialing”).	1
LCS_ALERTING	Device is alerting (“ringing”).	2
LCS_CONNECT	Device is actively participating in the call.	3
LCS_HOLD	Device is inactively participating in the call.	4
LCS_QUEUED	Device is stalled attempting to connect to a call, or a call is stalled attempting to connect to a device.	5
LCS_FAIL	A device-to-call or call-to-device connection attempt has been aborted.	6

EventCause Values

These tables show the EventCause values.

Table 8: EventCause Values

EventCause	Value
CEC_NONE	0xffff
CEC_ACTIVE_MONITOR	1
CEC_ALTERNATE	2
CEC_BUSY	3
CEC_CALL_BACK	4
CEC_CALL_CANCELLED	5
CEC_CALL_FORWARD_ALWAYS	6
CEC_CALL_FORWARD_BUSY	7
CEC_CALL_FORWARD_NO_ANSWER	8
CEC_CALL_FORWARD	9
CEC_CALL_NOT_ANSWERED	10
CEC_CALL_PICKUP	11
CEC_CAMP_ON	12
CEC_DEST_NOT_OBTAINABLE	13
CEC_DO_NOT_DISTURB	14
CEC_INCOMPATIBLE_DESTINATION	15
CEC_INVALID_ACCOUNT_CODE	16
CEC_KEY_CONFERENCE	17
CEC_LOCKOUT	18
CEC_MAINTENANCE	19
CEC_NETWORK_CONGESTION	20
CEC_NETWORK_NOT_OBTAINABLE	21
CEC_NEW_CALL	22
CEC_NO_AVAILABLE_AGENTS	23
CEC_OVERRIDE	24
CEC_PARK	25
CEC_OVERFLOW	26

EventCause	Value
CEC_RECALL	27
CEC_REDIRECTED	28
CEC_REORDER_TONE	29
CEC_RESOURCES_NOT_AVAILABLE	30
CEC_SILENT_MONITOR	31
CEC_TRANSFER	32
CEC_TRUNKS_BUSY	33
CEC_VOICE_UNIT_INITIATOR	34
CEC_TIME_OUT	35
CEC_NEW_CALL_INTERFLOW	36
CEC_SIMULATION_INIT_REQUEST	37
CEC_SIMULATION_RESET_REQUEST	38
CEC_CTI_LINK_DOWN	39
CEC_PERIPHERAL_RESET_REQUEST	40
CEC_MD110_CONFERENCE_TRANSFER	41
CEC_REMAINS_IN_Q	42
CEC_SUPERVISOR_ASSIST	43
CEC_EMERGENCY_CALL	44
CEC_SUPERVISOR_CLEAR	45
CEC_SUPERVISOR_MONITOR	46
CEC_SUPERVISOR_WHISPER	47
CEC_SUPERVISOR_BARGE_IN	48
CEC_SUPERVISOR_INTERCEPT	49
CEC_CALL_PARTY_UPDATE_IND	50
CEC_CONSULT	51
CEC_NIC_CALL_CLEAR	52
CEC_DNP	53
CEC_ROUTER_REQUERY_BEFORE_ANSWER	54

EventCause	Value
CEC_ROUTER_REQUERY_AFTER_ANSWER	55
CEC_NETWORK_ERROR	56
CEC_NETWORK_ERROR_BEFORE_ANSWER	57
CEC_NETWORK_ERROR_AFTER_ANSWER	58
CEC_GREETING	59
CEC_RECORD_AGENT_GREETING	60
CEC_SNAPSHOT	61
CEC_MAX_QUEUE_EXCEEDED	62

Extended Call Cleared Event Causes

EventCause	Value
CECX_ABAND_NETWORK	1001
CECX_ABAND_LOCAL_QUEUE	1002
CECX_ABAND_RING	1003
CECX_ABAND_DELAY	1004
CECX_ABAND_INTERFLOW	1005
CECX_ABAND_AGENT_TERMINAL	1006
CECX_SHORT	1007
CECX_BUSY	1008
CECX_FORCED_BUSY	1009
CECX_DROP_NO_ANSWER	1010
CECX_DROP_BUSY	1011
CECX_DROP_REORDER	1012
CECX_DROP_HANDLED_PRIMARY_ROUTE	1013
CECX_DROP_HANDLED_OTHER	1014
CECX_REDIRECTED	1015
CECX_CUT_THROUGH	1016
CECX_INTRAFLOW	1017
CECX_INTERFLOW	1018

EventCause	Value
CECX_RING_NO_ANSWER	1019
CECX_INTERCEPT_REORDER	1020
CECX_INTERCEPT_DENIAL	1021
CECX_TIME_OUT	1022
CECX_VOICE_ENERGY	1023
CECX_NONCLASSIFIED_ENERGY_DETECT	1024
CECX_NO_CUT_THROUGH	1025
CECX_UABORT	1026
CECX_FAILED_SOFTWARE	1027
CECX_BLIND_TRANSFER	1028
CECX_ANNOUNCED_TRANSFER	1029
CECX_CONFERENCED	1030
CECX_DUPLICATE_TRANSFER	1031
CECX_UNMONITORED_DEVICE	1032
CECX_ANSWERING_MACHINE	1033
CECX_NETWORK_BLIND_TRANSFER	1034
CECX_TASK_ABANDONED_IN_ROUTER	1035
CECX_TASK_ABANDONED_BEFORE_OFFERED	1036
CECX_TASK_ABANDONED_WHILE_OFFERED	1037
CECX_NORMAL_END_TASK	1038
CECX_CANT_OBTAIN_TASK_ID	1039
CECX_AGENT_LOGGED_OUT_DURING_TASK	1040
CECX_MAX_TASK_LIFETIME_EXCEEDED	1041
CECX_APPLICATION_PATH_WENT_DOWN	1042
CECX_ICM_ROUTING_COMPLETE	1043
CECX_ICM_ROUTING_DISABLED	1044
CECX_APPL_INVALID_MRD_ID	1045
CECX_APPL_INVALID_DIALOGUE_ID	1056

EventCause	Value
CECX_APPL_DUPLICATE_DIALOGUE_ID	1047
CECX_APPL_INVALID_INVOKE_ID	1048
CECX_APPL_INVALID_SCRIPT_SELECTOR	1049
CECX_APPL_TERMINATE_DIALOGUE	1050
CECX_TASK_ENDED_DURING_APP_INIT	1051
CECX_CALLED_PARTY_DISCONNECTED	1052
CECX_PARTIAL_CALL	1053
CECX_DROP_NETWORK_CONSULT	1054
CECX_NETWORK_CONSULT_TRANSFER	1055
CECX_NETWORK_CONFERENCE	1056
CECX_ABAND_NETWORK_CONSULT	1057

DeviceIDType Values

This table shows the DeviceIDType values.

Table 9: DeviceIDType Values

Device ID Type	Description	Value
DEVID_NONE	No device ID is provided.	0xffff
DEVID_DEVICE_IDENTIFIER	The provided device ID identifies a peripheral teletset (extension).	0
DEVID_TRUNK_IDENTIFIER	The provided device ID identifies a peripheral Trunk.	70
DEVID_TRUNK_GROUP_IDENTIFIER	The provided device ID identifies a peripheral Trunk Group.	71
DEVID_IP_PHONE_MAC_IDENTIFIER	The provided device ID identifies the MAC address of an IP phone (Unified CCX ONLY).	72
DEVID_CTI_PORT	The provided device ID identifies a CTI PORT (Unified CCX ONLY).	73
DEVID_ROUTE_POINT	The provided device ID identifies a ROUTE POINT.	74

DEVID_EXTERNAL	The provided device ID is an ANI number or some other external identifier.	75
DEVID_AGENT_DEVICE	The provided device ID is the ID of an AGENT Device (phone).	76
DEVID_QUEUE	The provided device ID is the ID of a QUEUE.	77
DEVID_NON_ACD_DEVICE_IDENTIFIER	The provided device ID identifies a peripheral telset (extension) that is classified as being a non-ACD extension.	78
DEVID_SHARED_DEVICE_IDENTIFIER	The provided device ID identifies a peripheral telset (extension) that is classified as being a shared line (0 or more telsets share this extension).	79

CallType Values

This table shows the CallType values.

Table 10: CallType Values

CallType	Description	Value
CALLTYPE_ACD_IN	Inbound ACD call. In Unified CCE, it indicates that this is a post route request.	1
CALLTYPE_PREROUTE_ACD_IN	Translation routed inbound ACD call.	2
CALLTYPE_PREROUTE_DIRECT_AGENT	Translation routed call to a specific agent.	3
CALLTYPE_TRANSFER_IN	Transferred inbound call.	4
CALLTYPE_OVERFLOW_IN	Overflowed inbound call.	5
CALLTYPE_OTHER_IN	Inbound call.	6
CALLTYPE_AUTO_OUT	Automatic out call.	7
CALLTYPE_AGENT_OUT	Agent out call.	8
CALLTYPE_OUT	Outbound call.	9
CALLTYPE_AGENT_INSIDE	Agent inside call.	10
CALLTYPE_OFFERED	Blind transferred call.	11
CALLTYPE_CONSULT	Consult call.	12
CALLTYPE_CONSULT_OFFERED	Announced transferred call.	13

CallType	Description	Value
CALLTYPE_CONSULT_CONFERENCE	Conferenced consult call.	14
CALLTYPE_CONFERENCE	Conference call.	15
CALLTYPE_UNMONITORED	Inside or outbound call for which no call events will be received.	16
CALLTYPE_PREVIEW	Automatic out call in which the agent is given the option to proceed to dial a contact.	17
CALLTYPE_RESERVATION	Call made to reserve an agent for some other function.	18
CALLTYPE_ASSIST	Call to supervisor for assistance.	19
CALLTYPE_EMERGENCY	Emergency call.	20
CALLTYPE_SUPERVISOR_MONITOR	Supervisor silently monitoring call.	21
CALLTYPE_SUPERVISOR_WHISPER	Supervisor monitoring call, agent can hear supervisor.	22
CALLTYPE_SUPERVISOR_BARGEIN	Supervisor conferenced into call.	23
CALLTYPE_SUPERVISOR_INTERCEPT	Supervisor replaces agent on call.	24
CALLTYPE_TASK_ROUTED_BY_ICM	Task routed by Unified CCE	25
CALLTYPE_TASK_ROUTED_BY_APPLICATION	Task routed by application	26
CALLTYPE_NON_ACD	Agent call that is a non-ACD routed call.	27
RESERVATION_PREVIEW	Call type for Outbound Option Reservation calls for Preview mode.	27
RESERVATION_PREVIEW_DIRECT	Call type for Outbound Option Reservation calls for Direct Preview mode.	28
RESERVATION_PREDICTIVE	Call type for Outbound Option Reservation calls for Predictive mode and Progressive mode.	29
RESERVATION_CALLBACK	Call type for Outbound Option Reservation calls for Callback calls.	30
RESERVATION_PERSONAL_CALLBACK	Call type for Outbound Option Reservation calls for Personal Callback calls.	31
CUSTOMER_PREVIEW	Call type for Outbound Option Customer calls for Preview mode.	32
CUSTOMER_PREVIEW_DIRECT	Call type for Outbound Option Customer calls for Direct Preview	33

CallType	Description	Value
CUSTOMER_PREDICTIVE	Call type for Outbound Option Customer calls for Predictive mode and Progressive mode for agent based campaigns.	34
CUSTOMER_CALLBACK	Call type for Outbound Option Customer calls for callback calls.	35
CUSTOMER_PERSONAL	Call type for Outbound Option Customer calls for personal callback calls.	36
CUSTOMER_IVR	Call type for Outbound Option Customer calls for Transfer to IVR campaigns.	37
CALLTYPE_NON_ACD	Agent call that is a non-ACD call.	38
CALLTYPE_PLAY_AGENT_GREETING	An agent greeting route request.	39
CALLTYPE_RECORD_AGENT_GREETING	Record agent greeting call initiated by AGENT_GREETING_CONTROL_REQ.	40
CALLTYPE_VOICE_CALL_BACK	Voice callback using the Agent Request API.	41

ConnectionDeviceIDType Values

This table shows the possible ConnectionDeviceIDType values.

Table 11: ConnectionDeviceIDType Values

ConnectionDevice IDType	Description	Value
CONNECTION_ID_NONE	No ConnectionDeviceID is provided.	0xffff
CONNECTION_ID_STATIC	The ConnectionDeviceID value is stable over time (between calls).	0
CONNECTION_ID_DYNAMIC	The ConnectionDeviceID value is dynamic and may change between calls.	1

LineType Values

This table shows the possible LineType values.

Table 12: LineType Values

LineType	Description	Value
LINETYPE_INBOUND_ACD	Line used for inbound ACD calls.	0

LINETYPE_OUTBOUND_ACD	Line used for outbound ACD calls.	1
LINETYPE_INSIDE	Line used for inside calls.	2
LINETYPE_UNKNOWN	Line used for any purpose.	3
LINETYPE_SUPERVISOR	Line used for supervisor calls.	4
LINETYPE_MESSAGE	Line used for voice messages.	5
LINETYPE_HELP	Line used for assistance.	6
LINETYPE_OUTBOUND	Line used for outbound non-ACD calls.	7
LINETYPE_DID	Line used for direct inward dialed calls.	8
LINETYPE_SILENT_MONITOR	Line used for silent monitor.	9
LINETYPE_NON_ACD_IN	Line used for inbound non-ACD calls.	10
LINETYPE_NON_ACD_OUT	Line used for outbound non-ACD calls.	11

ControlFailureCode Values

This table shows the possible ControlFailureCode values.

Table 13: ControlFailureCode Values

FailureCode	Description	Value
CF_GENERIC_UNSPECIFIED	An error has occurred that is not one of the following error types.	0
CF_GENERIC_OPERATION	An operation error occurred (no specific details available).	1
CF_REQUEST_INCOMPATIBLE_WITH_OBJECT	The request is not compatible with the object.	2
CF_VALUE_OUT_OF_RANGE	The parameter has a value that is not in the range defined for the server.	3
CF_OBJECT_NOT_KNOWN	The parameter has a value that is not known to the server.	4
CF_INVALID_CALLING_DEVICE	The calling device is invalid.	5
CF_INVALID_CALLED_DEVICE	The called device is invalid	6
CF_INVALID_FORWARDING_DESTINATION	The forwarding destination device is invalid.	7

FailureCode	Description	Value
CF_PRIVILEGE_VIOLATION_ON_SPECIFIED_DEVICE	The specified device is not authorized for the service.	8
CF_PRIVILEGE_VIOLATION_ON_CALLED_DEVICE	The called device is not authorized for the service.	9
CF_PRIVILEGE_VIOLATION_ON_CALLING_DEVICE	The calling device is not authorized for the service.	10
CF_INVALID_CSTA_CALL_IDENTIFIER	The call identifier is invalid.	11
CF_INVALID_CSTA_DEVICE_IDENTIFIER	The device identifier is invalid.	12
CF_INVALID_CSTA_CONNECTION_IDENTIFIER	The connection identifier is invalid.	13
CF_INVALID_DESTINATION	The request specified a destination that is invalid.	14
CF_INVALID_FEATURE	The request specified a feature that is invalid.	15
CF_INVALID_ALLOCATION_STATE	The request specified an allocation state that is invalid.	16
CF_INVALID_CROSS_REF_ID	The request specified a cross- reference ID that is not in use at this time.	17
CF_INVALID_OBJECT_TYPE	The request specified an invalid object type.	18
CF_SECURITY_VIOLATION	Security error (no specific details available).	19
CF_GENERIC_STATE_INCOMPATIBILITY	The request is not compatible with the condition of a related device.	21
CF_INVALID_OBJECT_STATE	The object is in the incorrect state for the request.	22
CF_INVALID_CONNECTION_ID_FOR_ACTIVE_CALL	The active connection ID in the request is invalid.	23
CF_NO_ACTIVE_CALL	There is no active call for the request.	24
CF_NO_HELD_CALL	There is no held call for the request.	25
CF_NO_CALL_TO_CLEAR	There is no call associated with the given connection ID.	26
CF_NO_CONNECTION_TO_CLEAR	There is no call connection for the given connection ID.	27
CF_NO_CALL_TO_ANSWER	There is no alerting call to be answered.	28
CF_NO_CALL_TO_COMPLETE	There is no active call to be completed.	29

FailureCode	Description	Value
CF_GENERIC_SYSTEM_RESOURCE_AVAILABILITY	The request failed due to lack of system resources (no specific details available).	31
CF_SERVICE_BUSY	The service is temporarily unavailable.	32
CF_RESOURCE_BUSY	An internal resource is busy.	33
CF_RESOURCE_OUT_OF_SERVICE	The service requires a resource that is out of service.	34
CF_NETWORK_BUSY	The server sub-domain is busy.	35
CF_NETWORK_OUT_OF_SERVICE	The server sub-domain is out of service.	36
CF_OVERALL_MONITOR_LIMIT_EXCEEDED	The request would exceed the server's overall resource limits.	37
CF_CONFERENCE_MEMBER_LIMIT_EXCEEDED	The request would exceed the server's limit on the number of conference members.	38
CF_GENERIC_SUBSCRIBED_RESOURCE_AVAILABILITY	The request failed due to lack of purchased or contracted resources (no specific details available).	41
CF_OBJECT_MONITOR_LIMIT_EXCEEDED	The request would exceed the server's specific resource limits.	42
CF_EXTERNAL_TRUNK_LIMIT_EXCEEDED	The request would exceed the limit of external trunks.	43
CF_OUTSTANDING_REQUEST_LIMIT_EXCEEDED	The request would exceed the limit of outstanding requests.	44
CF_GENERIC_PERFORMANCE_MANAGEMENT	The request failed as a performance management mechanism (no specific details available).	51
CF_PERFORMANCE_LIMIT_EXCEEDED	The request failed because a performance management limit was exceeded.	52
CF_SEQUENCE_NUMBER_VIOLATED	The server has detected an error in the sequence number of the operation.	61
CF_TIME_STAMP_VIOLATED	The server has detected an error in the time stamp of the operation.	62
CF_PAC_VIOLATED	The server has detected an error in the PAC of the operation.	63
CF_SEAL_VIOLATED	The server has detected an error in the Seal of the operation.	64
CF_GENERIC_UNSPECIFIED_REJECTION	The request has been rejected (no specific details available).	70

FailureCode	Description	Value
CF_GENERIC_OPERATION_REJECTION	The requested operation has been rejected (no specific details available).	71
CF_DUPLICATE_INVOCATION_REJECTION	The request duplicated another request for the same service.	72
CF_UNRECOGNIZED_OPERATION_REJECTION	The request specified an unrecognized operation.	73
CF_MISTYPED_ARGUMENT_REJECTION	The request contained a parameter of the wrong type for the requested operation.	74
CF_RESOURCE_LIMITATION_REJECTION	The request would have exceeded a resource limitation.	75
CF_ACS_HANDLE_TERMINATION_REJECTION	The request specified an ACS handle that is no longer in use.	76
CF_SERVICE_TERMINATION_REJECTION	The request failed because the required service has been terminated.	77
CF_REQUEST_TIMEOUT_REJECTION	The request failed because a timeout limit was exceeded.	78
CF_REQUESTS_ON_DEVICE_EXCEEDED_REJECTION	The request would have exceeded the limits of the device.	79

Extended Control Failure Codes

FailureCode	Description	Value
CF_INVALID_AGENT_ID_SPECIFIED	The request specified an invalid AgentID.	256
CF_INVALID_PASSWORD_SPECIFIED	The request specified an invalid agent password.	257
CF_INVALID_AGENT_ID_OR_PASSWORD_SPECIFIED	The request specified an invalid AgentID and/or invalid agent password.	258
CF_SPECIFIED_AGENT_ALREADY_SIGNED_ON	The request failed because the specified agent is already logged in.	259
CF_INVALID_LOGON_DEVICE_SPECIFIED	The request specified an invalid logon device.	260
CF_INVALID_ANSWERING_DEVICE_SPECIFIED	The request specified an invalid answering device.	261
CF_INVALID_SKILL_GROUP_SPECIFIED	The request specified an invalid agent skill group.	262

FailureCode	Description	Value
CF_INVALID_CLASS_OF_SERVICE_SPECIFIED	The request specified an invalid class of service.	263
CF_INVALID_TEAM_SPECIFIED	The request specified an invalid team.	264
CF_INVALID_AGENT_WORKMODE	The request specified an invalid agent work mode.	265
CF_INVALID_AGENT_REASON_CODE	The request specified an invalid agent reason code.	266
CF_ADJUNCT_SWITCH_COMM_ERROR	A communication error occurred on the datalink between the Unified CCE and the ACD.	267
CF_AGENT_NOT_PARTY_ON_CALL	The specified agent is not a party on the indicated call.	268
CF_INTERNAL_PROCESSING_ERROR	An internal error occurred in the ACD while processing the request.	269
CF_TAKE_CALL_CONTROL_REJECTION	The ACD refused an Unified CCE request to take control of a call.	270
CF_TAKE_DOMAIN_CONTROL_REJECTION	The ACD refused an Unified CCE request to take control of a domain.	271
CF_REQUESTED_SERVICE_NOT_REGISTERED	The Unified CCE is not registered on the ACD for the requested service.	272
CF_INVALID_CONSULT_TYPE	The consult type is invalid.	273
CF_ANSMAP_OR_ADPARAM_FIELD_NOT_VALID	The Ansmap or Asparam field are not valid.	274
CF_INVALID_CALL_CONTROL_TABLE_SPECIFIED	The call control table is invalid.	275
CF_INVALID_DIGITS_RNATIMEOUT_AMSDELAY_OR_COUNTRY		276
CF_ANSWER_DETECT_PORT_UNAVAILABLE		277
CF_VIRTUAL_AGENT_UNAVAILABLE		278
CF_TAKEBACK_N_XFER_ROUTE_END		279
CF_WRAPUP_DATA_REQUIRED		280
CF_REASON_CODE_REQUIRED		281

FailureCode	Description	Value
CF_INVALID_TRUNK_ID_SPECIFIED		282
CF_SPECIFIED_EXTENSION_ALREADY_IN_USE		283
CF_ARBITRARY_CONF_OR_XFER_NOT_SUPPORTED		284
CF_NETWORK_TRANSFER_OR_CONSULT		285
CF_NETWORK_TRANSFER_OR_CONSULT_FAILED		286
CF_DEVICE_RESTRICTED		287
CF_LINE_RESTRICTED		288
CF_AGENT_ACCOUNT_LOCKED_OUT		289
CF_DROP_ANY_PARTY_NOT_ENABLED_CTI		290
CF_MAXIMUM_LINE_LIMIT_EXCEEDED		291
CF_SHARED_LINES_NOT_SUPPORTED		292
CF_EXTENSION_NOT_UNIQUE		293
CF_UNKNOWN_INTERFACE_CTRLR_ID	The Interface Controller ID is unknown.	1001
CF_INVALID_INTERFACE_CTRLR_TYPE	The Interface Controller type is invalid.	1002
CF_SOFTWARE_REV_NO_SUPPORTED	The current software revision is not supported.	1003
CF_UNKNOWN_PID	The PeripheralID is unknown.	1004
CF_INVALID_TABLE_SPECIFIED	An invalid table was specified.	1005
CF_PD_SERVICE_INACTIVE	The peripheral data service is not active.	1006
CF_UNKNOWN_ROUTING_CLIENT_ID	The RoutingClientID is unknown.	1007
CF_RC_SERVICE_INACTIVATE	The routing client service is not active.	1008

FailureCode	Description	Value
CF_INVALID_DIALED_NUMBER	The dialed number is invalid.	1009
CF_INVALID_PARAMETER	A parameter in the request is invalid.	1010
CF_UNKNOWN_ROUTING_PROBLEM	An unspecified error occurred during routing.	1011
CF_UNSUPPORTED_PD_MESSAGE_REVISION	The requested peripheral data service protocol version is not supported.	1012
CF_UNSUPPORTED_RC_MESSAGE_REVISION	The requested routing client service protocol version is not supported.	1013
CF_UNSUPPORTED_IC_MESSAGE_REVISION	The requested interface controller service protocol version is not supported.	1014
CF_RC_SERVICE_INACTIVATE_PIM	The peripheral interface is not active.	1015
CF_AGENT_GREETING_CONTROL_OPERATION_FAILURE	This error occurs if AGENT_GREETING_CONTROL_REQ request fails. Notes: All detailed errors are defined as Peripheral Error Codes.	1016

AllocationState Values

This table shows the AllocationState values.

Table 14: AllocationState Values

AllocationState	Description	Value
ALLOC_CALL_DELIVERED	Connect call to originating device when call is delivered (alerting).	0
ALLOC_CALL_ESTABLISHED	Connect call to originating device when call is established (answered).	1

ForwardType Values

This table shows the ForwardType values.

Table 15: ForwardType Values

ForwardType	Description	Value
FWT_IMMEDIATE	Forward all calls.	0

FWT_BUSY	Forward only when busy.	1
FWT_NO_ANS	Forward after no answer.	2
FWT_BUSY_INT	Forward on busy for internal calls.	3
FWT_BUSY_EXT	Forward on busy for external calls.	4
FWT_NO_ANS_INT	Forward after no answer for internal calls.	5
FWT_NO_ANS_EXT	Forward after no answer for external calls.	6

TypeOfDevice Values

This table shows the TypeOfDevice values.

Table 16: TypeOfDevice Values

TypeOfDevice	Description	Value
DEVT_STATION	A traditional telephone device, consisting of one or more buttons and one or more lines.	0
DEVT_LINE	A communications interface to one or more stations.	1
DEVT_BUTTON	An instance of a call manipulation point at an individual station.	2
DEVT_ACD	A mechanism that distributes calls.	3
DEVT_TRUNK	A device used to access other switching domains.	4
DEVT_OPERATOR	A device that interacts with a call party to assist in call setup or provide other telecommunications service.	5
DEVT_STATION_GROUP	Two or more stations used interchangeably or addressed identically.	16
DEVT_LINE_GROUP	A set of communications interfaces to one or more stations.	17
DEVT_BUTTON_GROUP	Two or more instances of a call manipulation point at an individual station.	18
DEVT_ACD_GROUP	A call distributor device as well as the devices to which it distributes calls.	19

TypeOfDevice	Description	Value
DEVT_TRUNK_GROUP	A set of trunks providing connectivity to the same place. Individual trunks within the group may be used interchangeably.	20
DEVT_OPERATOR_GROUP	Two or more operator devices used interchangeably or addressed identically.	21
DEVT_CTI_PORT_SCCP	A CTI port on a Unified CM device.	22
DEVT_CTI_PORT_SIP	A CTI port on a SIP device.	23
DEVT_OTHER	A device that does not fall into any of the preceding categories.	255

ClassOfDevice Values

This table shows the ClassOfDevice values.

Table 17: ClassOfDevice Values

ClassOfDevice	Description	Value
DEVC_OTHER	A class of device not covered by the following image, data, or voice classes.	10x
DEVC_IMAGE	A device that is used to make digital data calls involving imaging or high speed circuit switched data in general.	20x
DEVC_DATA	A device that is used to make digital data calls (both circuit switched and packet switched).	40x
DEVC_VOICE	A device that is used to make audio calls.	80x

CallPlacementType Values

This table shows the CallPlacementType values.

Table 18: CallPlacementType Values

CallPlacementType	Description	Value
CPT_UNSPECIFIED	Use default call placement.	0
CPT_LINE_CALL	An inside line call.	1
CPT_OUTBOUND	An outbound call.	2

CallPlacementType	Description	Value
CPT_OUTBOUND_NO_ACCESS_CODE	An outbound call that will not require an access code.	3
CPT_DIRECT_POSITION	A call placed directly to a specific position.	4
CPT_DIRECT_AGENT	A call placed directly to a specific agent.	5
CPT_SUPERVISOR_ASSIST	A call placed to a supervisor for call handling assistance.	6

CallMannerType Values

This table shows the CallMannerType values.

Table 19: CallMannerType Values

CallMannerType	Description	Value
CMT_UNSPECIFIED	Use default call manner.	0
CMT_POLITE	Attempt the call only if the originating device is idle.	1
CMT_BELLIGERENT	This CallManner type is only used with the MAKE_CALL_REQUEST. When an agent in Available state places an outbound call, the Unified CCE system forcibly changes the agent's state to NotReady with the 50006 reason code. The system changes the agent's state back to Available after the call ends or if the call fails to connect. For more details on the reason code, see the the <i>Database Schema Handbook for Cisco Unified ICM/Contact Center Enterprise, Release 12.5(1)</i> at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-technical-reference-list.html	2
CMT_SEMI_POLITE	Attempt the call only if the originating device is idle or is receiving dial tone.	3
CMT_RESERVED	Reserved	4

CallOption Values

This table shows the CallOption values.

Table 20: CallOption Values

CallOption	Description	Value
COPT_UNSPECIFIED	No call options specified, use defaults.	0
COPT_CALLING_AGENT_ONLINE	Attempt the call only if the calling agent is “online” (available to interact with the destination party).	1
COPT_CALLING_AGENT_RESERVED	Obsolete with DMS-100.	2
COPT_CALLING_AGENT_NOT_RESERVED	Obsolete with DMS-100.	3
COPT_CALLING_AGENT_BUZZ_BASE	Obsolete with DMS-100.	4
COPT_CALLING_AGENT_BEEP_HSET	Obsolete with DMS-100.	5
COPT_SERVICE_CIRCUIT_ON	Causes a call classifier to be applied to the call (ACM ECS).	6

ConsultType Values

This table shows the ConsultType values.

Table 21: ConsultType Values

ConsultType	Description	Value
CT_UNSPECIFIED	Default (consult call).	0
CT_TRANSFER	Consult call prior to transfer.	1
CT_CONFERENCE	Consult call prior to conference.	2

FacilityType Values

This table shows the FacilityType values.

Table 22: FacilityType Values

FacilityType	Description	Value
FT_UNSPECIFIED	Use default facility type.	0
FT_TRUNK_GROUP	Facility is a trunk group.	1
FT_SKILL_GROUP	Facility is a skill group or split.	2

AnsweringMachine Values

This table shows the AnsweringMachine values.

Table 23: AnsweringMachine Values

AnsweringMachine	Description	Value
AM_UNSPECIFIED	Use default behavior.	0
AM_CONNECT	Connect call to agent when call is answered by an answering machine.	1
AM_DISCONNECT	Disconnect call when call is answered by an answering machine.	2
AM_NONE	Do not use answering machine detection.	3
AM_NONE_NO_MODEM	Do not use answering machine detection, but disconnect call if answered by a modem.	4
AM_CONNECT_NO_MODEM	Connect call when call is answered by an answering machine, disconnect call if answered by a modem.	5

AnswerDetectMode Values

This table shows the AnswerDetectMode values.

Table 24: AnswerDetectMode Values

AnswerDetectMode	Description	Value
ADM_UNSPECIFIED	Use default behavior.	0
ADM_VOICE_THRESHOLD	Report call answered by an answering machine when initial voice duration exceeds time threshold.	1
ADM_VOICE_END	Report call answered by an answering machine when initial voice segment ends.	2
ADM_VOICE_END_DELAY	Report call answered by an answering machine after a fixed delay following the end of the initial voice segment.	3
ADM_VOICE_AND_BEEP	Report call answered by an answering machine after a beep tone following the end of the initial voice segment (excluding beep tone without any preceding voice).	4

AnswerDetectMode	Description	Value
ADM_BEEP	Report call answered by an answering machine after a beep tone following the end of the initial voice segment (including beep tone without any preceding voice).	5

AgentWorkMode Values

This table shows the AgentWorkMode values.

Table 25: AgentWorkMode Values

AgentWorkMode	Description	Value
AWM_UNSPECIFIED	Use default behavior.	0
AWM_AUTO_IN	Agent automatically becomes available after handling a call.	1
AWM_MANUAL_IN	Agent must explicitly indicate availability after handling a call.	2
RA_CALL_BY_CALL	Remote agent Call by Call mode.	3
RA_NAILED_CONNECTION	Remote agent NailedUp mode.	4

DestinationCountry Values

This table shows the DestinationCountry values.

Table 26: DestinationCountry Values

DestinationCountry	Description	Value
DEST_UNSPECIFIED	Unspecified or unknown, use default behavior.	0
DEST_US_AND_CANADA	Call destination is in the United States or Canada.	1

CTI Service Masks

This table shows the CTIService masks.

Table 27: CTI Service Masks

MaskName	Description
CTI_SERVICE_DEBUG	Causes all messages exchanged to be written to a log file for later analysis.
CTI_SERVICE_CLIENT_EVENTS	Client receives call and agent state events for ACD phone.
CTI_SERVICE_CALL_DATA_UPDATE	Client may modify call control data.
CTI_SERVICE_CLIENT_CONTROL	Client may control calls and agents.
CTI_SERVICE_CONNECTION_MONITOR	Establishment and termination of connections. Alarm events to be generated.
CTI_SERVICE_ALL_EVENTS	Client receives all call and agent state events (for ACD phone).
CTI_SERVICE_PERIPHERAL_MONITOR	Client may dynamically add and remove peripheral devices to receive call and agent state events.
CTI_SERVICE_CLIENT_MONITOR	Client receives notification of call events, call closed, and may monitor the call.
CTI_SERVICE_SUPERVISOR	Client may request supervisory control.
CTI_SERVICE_SERVER	Client identify itself as server.
CTI_SERVICE_AGENT_REPORTING	Client may reporting/routing information in messages.
CTI_SERVICE_ALL_TASK_EVENTS	Client receives all task events.
CTI_SERVICE_TASK_MONITOR	Client receives monitored task events.
CTI_AGENT_STATE_CONTROL_ONLY	Client can change agent state for CTI_SERVICE_CLIENT_EVENTS to indicate that only agent state events are sent.
Unused	
CTI_DEVICE_STATE_CONTROL	The client/server wishes to control device state.
CTI_SERVICE_UPDATE_EVENTS	Requests that this client receive update events.
CTI_SERVICE_IGNORE_DUPLICATE_AGENT_EVENTS	Request to suppress duplicate agent events.
CTI_SERVICE_IGNORE_CONF	Do not send confirmations.
CTI_SERVICE_ACD_LINE_ONLY	Request that events for non-ACD lines be suppressed.
CONFIG_MSG_AGENT_SERVICE_MASK	Request the config details for agent service masks.

Disposition Code Values

This table shows the Disposition Code values.

Table 28: Disposition Code Values

Disposition Code	Meaning
1	Abandoned in Network
2	Abandoned in Local Queue
3	Abandoned Ring
4	Abandoned Delay
5	Abandoned Interflow
6	Abandoned Agent Terminal
7	Short
8	Busy
9	Forced Busy
10	Disconnect/drop no answer
11	Disconnect/drop busy
12	Disconnect/drop reorder
13	Disconnect/drop handled primary route
14	Disconnect/drop handled other
15	Redirected
16	Cut Through
17	Intraflow
18	Interflow
19	Ring No Answer
20	Intercept reorder
21	Intercept denial
22	Time Out
23	Voice Energy
24	Non-classified Energy Detected

25	No Cut Through
26	U-Abort
27	Failed Software
28	Blind Transfer
29	Announced Transfer
30	Conferenced
31	Duplicate Transfer
32	Unmonitored Device
33	Answering Machine
34	Network Blind Transfer
35	Task Abandoned in Router
36	Task Abandoned Before Offered
37	Task Abandoned While Offered
38	Normal End Task
39	Can't Obtain Task ID
40	Agent Logged Out During Task
41	Maximum Task Lifetime Exceeded
42	Application Path Went Down
43	Unified CCE Routing Complete
44	Unified CCE Routing Disabled
45	Application Invalid MRD ID
46	Application Invalid Dialogue ID
47	Application Duplicate Dialogue ID
48	Application Invalid Invoke ID
49	Application Invalid Script Selector
50	Application Terminate Dialogue
51	Task Ended During Application Init
52	Called Party Disconnected
53	Partial Call

54	Drop Network Consult
55	Network Consult Transfer
57	Abandon Network Consult
58	Router Requery Before Answer
59	Router Requery After Answer
60	Network Error
61	Network Error Before Answer
62	Network Error After Answer
63	Task Transfer
64	Application Disconnected
65	Task Transferred on Agent Logout

Agent Service Request Masks

This table shows the Agent Service Request masks.

Table 29: Agent Service Request Masks

DestinationCountry	Description	Value
OUTBOUND_SUPPORT	The agent login can support outbound feature.	0x1

Silent Monitor Status Values

This table shows the Silent Monitor Status Values.

Table 30: Silent Monitor Status Values

DestinationCountry	Description	Value
SILENT_MONITOR_NONE	Normal call (non-silent monitor call).	0
SILENT_MONITOR_INITIATOR	Initiator of silent monitor call.	1
SILENT_MONITOR_TARGET	Monitor target of silent monitor call.	2

Agent Internal States Message Values

This table shows the Agent's Internal States and their Message Values.

Table 31: Agent's Internal States and their Status Values

State Name	Description	Value
AGENT_STATE_LOGIN	The agent has logged on to the ACD. It does not necessarily indicate that the agent is ready to accept calls.	0
AGENT_STATE_LOGOUT	The agent has logged out of the ACD and cannot accept any additional calls.	1
AGENT_STATE_NOT_READY	The agent is unavailable for any call work.	2
AGENT_STATE_AVAILABLE	The agent is ready to accept a call.	3
AGENT_STATE_TALKING	The agent is currently talking on a call (inbound, outbound, or inside).	4
AGENT_STATE_WORK_NOT_READY	The agent is performing after call work, but will not be ready to receive a call when completed.	5
AGENT_STATE_WORK_READY	The agent is performing after call work, but will be ready to receive a call when completed.	6
AGENT_STATE_BUSY_OTHER	The agent is busy performing a task associated with another active SkillGroup.	7
AGENT_STATE_ACTIVE	The agent state is currently active.	11

TaskState Values

This table shows the TaskState values that may appear in SNAPSHOT_TASK_RESP messages.

Table 32: TaskState Values

State Name	Description	Value
TASK_STATE_PRE_CALL	Pre Call Message has been sent to client.	0
TASK_STATE_ACTIVE	Task is actively being worked on; Start Task has been received for this task.	1
TASK_STATE_WRAPUP	Wrap up task has been received for this task.	2

State Name	Description	Value
TASK_STATE_PAUSED	Task is paused; Pause Task has been received for this task.	3
TASK_STATE_OFFERED	Offer Task has been received for this task.	4
ASK_STATE_INTERRUPTED	Task is interrupted; Agent Interrupt Accepted Ind is received.	5
TASK_STATE_NOT_READY	Not used.	6
TASK_STATE_LOGGED_OUT	Task is terminated.	7

In this chapter

This section lists the possible values for various status codes and fields that can appear in CTI Server messages. These values are defined in the CTILink.h file, located in the \icm\include directory.

Failure Indication Message Status Codes

This table shows the status codes that may be included in the FAILURE_CONF and FAILURE_EVENT messages.

Status Codes

Status Code	Description
E_CTI_NO_ERROR	No error occurred.
E_CTI_INVALID_VERSION	The CTI Server does not support the protocol version.
E_CTI_INVALID_MESSAGE_LENGTH	A message with an invalid message length.
E_CTI_INVALID_FIELD_TAG	A message with an invalid floating field tag.
E_CTI_SESSION_NOT_OPEN	No session is currently open on the connection.
E_CTI_SESSION_ALREADY_OPEN	A session is already open on the connection.
E_CTI_REQUIRED_DATA_MISSING	The request did not include one or more required data items.
E_CTI_INVALID_PERIPHERAL_ID	A message with an invalid PeripheralID value.
E_CTI_INVALID_AGENT_DATA	The provided agent data item(s) are invalid.
E_CTI_AGENT_NOT_LOGGED_ON	The indicated agent is not currently logged on.
E_CTI_DEVICE_IN_USE	The indicated agent teleset is already assigned to another agent.
E_CTI_NEW_SESSION_OPENED	This session is being terminated due to a new session being opened.

Status Code	Description
E_CTI_FUNCTION_NOT_AVAILABLE	A request message was received for a function that is not available.
E_CTI_INVALID_CALLID	A request message was received with an invalid call ID.
E_CTI_PROTECTED_VARIABLE	The CTI client may not update the requested variable.
E_CTI_CTI_SERVER_OFFLINE	The CTI Server is not able to function normally.
E_CTI_TIMEOUT	The CTI Server failed to respond to a request within the IdleTimeout period.
E_CTI_UNSPECIFIED_FAILURE	An unspecified error occurred.
E_CTI_INVALID_TIMEOUT	The IdleTimeout field contains a value that is not valid.
E_CTI_INVALID_SERVICE_MASK	The ServicesRequested field has unused bits set.
E_CTI_INVALID_CALL_MSG_MASK	The CallMsgMask field has unused bits set.
E_CTI_INVALID_AGENT_STATE_MASK	The AgentStateMask field has unused bits set.
E_CTI_INVALID_RESERVED_FIELD	A Reserved field has a non-zero value.
E_CTI_INVALID_FIELD_LENGTH	A floating field exceeds the allowable length.
E_CTI_INVALID_DIGITS	A STRING field contains characters that are not digits.
E_CTI_BAD_MESSAGE_FORMAT	The message is improperly constructed. This may be due to a missing or extra field.
E_CTI_INVALID_TAG_FOR_MSG_TYPE	A floating field tag is present that specifies a message type that is not supported.
E_CTI_INVALID_DEVICE_ID_TYPE	A DeviceIDType field contains a value that is not valid.
E_CTI_INVALID_LCL_CONN_STATE	A LocalConnectionState field contains a value that is not valid.
E_CTI_INVALID_EVENT_CAUSE	An EventCause field contains a value that is not valid.
E_CTI_INVALID_NUM_PARTIES	The NumParties field contains a value that exceeds the maximum number of parties.
E_CTI_INVALID_SYS_EVENT_ID	The SystemEventID field contains a value that is not valid.
E_CTI_INCONSISTENT_AGENT_DATA	The provided agent extension, agent id, and/or agent name are inconsistent.
E_CTI_INVALID_CONNECTION_ID_TYPE	A ConnectionDeviceIDType field contains a value that is not valid.
E_CTI_INVALID_CALL_TYPE	The CallType field contains a value that is not valid.
E_CTI_NOT_CALL_PARTY	A CallDataUpdate or Release Call request specifies a party that is not a call party.
E_CTI_INVALID_PASSWORD	The ClientID and Client Password provided do not match.
E_CTI_CLIENT_DISCONNECTED	The client TCP/IP connection was disconnected.
E_CTI_INVALID_OBJECT_STATE	An invalid object state value was provided.

Status Code	Description
E_CTI_INVALID_NUM_SKILL_GROUPS	An invalid NumSkillGroups value was provided.
E_CTI_INVALID_NUM_LINES	An invalid NumLines value was provided.
E_CTI_INVALID_LINE_TYPE	An invalid LineType value was provided.
E_CTI_INVALID_ALLOCATION_STATE	An invalid AllocationState value was provided.
E_CTI_INVALID_ANSWERING_MACHINE	An invalid AnsweringMachine value was provided.
E_CTI_INVALID_CALL_MANNER_TYPE	An invalid CallMannerType value was provided.
E_CTI_INVALID_CALL_PLACEMENT_TYPE	An invalid CallPlacementType value was provided.
E_CTI_INVALID_CONSULT_TYPE	An invalid ConsultType value was provided.
E_CTI_INVALID_FACILITY_TYPE	An invalid FacilityType value was provided.
E_CTI_INVALID_MSG_TYPE_FOR_VERSION	The provided MessageType is invalid for the version.
E_CTI_INVALID_TAG_FOR_VERSION	A floating field tag value is invalid for the version.
E_CTI_INVALID_AGENT_WORK_MODE	An invalid AgentWorkMode value was provided.
E_CTI_INVALID_CALL_OPTION	An invalid call option value was provided.
E_CTI_INVALID_DESTINATION_COUNTRY	An invalid destination country value was provided.
E_CTI_INVALID_ANSWER_DETECT_MODE	An invalid answer detect mode value was provided.
E_CTI_MUTUALLY_EXCLUS_DEVICEID_TYPES	A peripheral monitor request may not specify mutually exclusive device IDs.
E_CTI_INVALID_MONITORID	An invalid monitorID value was provided.
E_CTI_SESSION_MONITOR_ALREADY_EXISTS	A requested session monitor was already active.
E_CTI_SESSION_MONITOR_IS_CLIENTS	A client may not monitor its own session.
E_CTI_INVALID_CALL_CONTROL_MASK	An invalid call control mask value was provided.
E_CTI_INVALID_FEATURE_MASK	An invalid feature mask value was provided.
E_CTI_INVALID_TRANSFER_CONFERENCE_SETUP_MASK	An invalid transfer conference setup mask value was provided.
E_CTI_INVALID_ARRAY_INDEX	An invalid named array index value was provided.
E_CTI_INVALID_CHARACTER	An invalid character value was provided.
E_CTI_CLIENT_NOT_FOUND	There is no open session with a matching client ID.
E_CTI_SUPERVISOR_NOT_FOUND	The agent's supervisor is unknown or does not exist.
E_CTI_TEAM_NOT_FOUND	The agent is not a member of an agent team.
E_CTI_NO_CALL_ACTIVE	The specified agent does not have an active call.

Status Code	Description
E_CTI_NAMED_VARIABLE_NOT_CONFIGURED	The specified named variable is not configured.
E_CTI_NAMED_ARRAY_NOT_CONFIGURED	The specified named array is not configured.
E_CTI_INVALID_CALL_VARIABLE_MASK	The specified call variable mask is not valid.
E_CTI_ELEMENT_NOT_FOUND	An internal error occurred manipulating a named variable.
E_CTI_INVALID_DISTRIBUTION_TYPE	The specified distribution type is invalid.
E_CTI_INVALID_SKILL_GROUP	The specified skill group is invalid.
E_CTI_TOO_MUCH_DATA	The total combined size of named variables and arrays is too large.
E_CTI_VALUE_TOO_LONG	The value of the specified named variable or array is too long.
E_CTI_SCALAR_FUNCTION_ON_ARRAY	A NamedArray was specified with a NamedVariable function.
E_CTI_ARRAY_FUNCTION_ON_SCALAR	A NamedVariable was specified with a NamedArray function.
E_CTI_INVALID_NUM_NAMED_VARIABLES	The value in the NumNamedVariables field is invalid.
E_CTI_INVALID_NUM_NAMED_ARRAYS	The value in the NumNamedArrays field is invalid.
E_CTI_INVALID_RTP_DIRECTION	The RTP direction value is invalid.
E_CTI_INVALID_RTP_TYPE	The RTP type value is invalid.
E_CTI_CALLED_PARTY_DISPOSITION	The called party disposition is invalid.
E_CTI_INVALID_SUPERVISORY_ACTION	The supervisory action is invalid.
E_CTI_AGENT_TEAM_MONITOR_ALREADY_EXISTS	The agent team monitor already exists.
E_CTI_INVALID_SERVICE	The ServiceNumber or ServiceID value is invalid.
E_CTI_SERVICE_CONFLICT	The ServiceNumber and ServiceID values given are in conflict.
E_CTI_SKILL_GROUP_CONFLICT	The SkillGroupNumber/SkillGroupPriority values given are in conflict.
E_CTI_INVALID_DEVICE	The specified device is invalid.
E_CTI_INVALID_MR_DOMAIN	Media Routing Domain is invalid.
E_CTI_MONITOR_ALREADY_EXISTS	Monitor already exists.
E_CTI_MONITOR_TERMINATED	Monitor has terminated.
E_CTI_INVALID_TASK_MSG_MASK	The task msg mask is invalid.
E_CTI_SERVER_NOT_MASTER	The server is a standby server.
E_CTI_INVALID_CSD	The CSD Specified is invalid (Unified CCX).
E_CTI_JTAPI_CCM_PROBLEM	Indicates a JTAPI or Unified CM problem.

Status Code	Description
E_INVALID_CONFIG_MSG_MASK	Indicates a bad config mask in OPEN_REQ
E_CTI_AUTO_CONFIG_RESET	Indicates a configuration change (Unified)
E_CTI_INVALID_MONITOR_STATUS	Indicates an invalid monitor.
E_CTI_INVALID_REQUEST_TYPE	Indicates an invalid request ID type.
E_CTI_INVALID_CLIENT_FOR_STANDBY	Standby CTIServer returns this error code <ul style="list-style-type: none"> • The clients with protocol version 23 • The clients without ServiceMask CTI
E_CTI_INVALID_UNIQUE_INSTANCE_ID	This status code is returned as a failure response if the instance value is empty (0 length).
E_CTI_DUPLICATE_UNIQUE_INSTANCE_ID	This status code is returned as a failure response if the instance ID is duplicated in the OPEN_REQ message.
E_CTI_SERVER_IN_MAINTENANCE_MODE	This status code is returned as a failure response if the server mode is in progress. The code is used to close the client session.

SystemEventID Values

This table shows the SystemEventID values that may be included in the SYSTEM_EVENT messages.

Table 33: SystemEventID Values

SystemEventID	Description	Value
SYS_CENTRAL_CONTROLLER_ONLINE	The PG has resumed communication with the Unified CCE Central Controller.	1
SYS_CENTRAL_CONTROLLER_OFFLINE	The PG is unable to communicate with the Unified CCE Central Controller.	2
SYS_PERIPHERAL_ONLINE	A peripheral monitored by the PG has gone online. SystemEventArg1 contains the PeripheralID of the peripheral.	3
SYS_PERIPHERAL_OFFLINE	A peripheral monitored by the PG has gone offline. SystemEventArg1 contains the PeripheralID of the peripheral.	4
SYS_TEXT_FYI	Broadcast of informational “text” floating field.	5
SYS_PERIPHERAL_GATEWAY_OFFLINE	The CTI Server is unable to communicate with the Unified CCE Peripheral Gateway.	6

SystemEventID	Description	Value
SYS_CTI_SERVER_OFFLINE	The local software component is unable to communicate with the CTI Server.	7
SYS_CTI_SERVER_ONLINE	The local software component has resumed communication with the CTI Server.	8
SYS_HALF_HOUR_CHANGE	The Unified CCE Central Controller time has changed to a new half hour.	9
SYS_INSTRUMENT_OUT_OF_SERVICE	An Enterprise Agent device target has been removed from service. SystemEventArg1 contains the PeripheralID of the peripheral, and SystemEventText contains the AgentInstrument that was removed from service.	10
SYS_INSTRUMENT_BACK_IN_SERVICE	An Enterprise Agent device target has been returned to service. SystemEventArg1 contains the PeripheralID of the peripheral, and SystemEventText contains the AgentInstrument that was returned to service.	11

Special Values

This table shows the values used to define sizes and limits, indicate special IDs, and unspecified data elements.

Table 34: Special Values

Constant	Description	Value
MAX_NUM_CTI_CLIENTS	The maximum number of CTI clients that can be in a message list.	16
MAX_NUM_PARTIES	The maximum number of conference call parties that can be in a message list.	16
MAX_NUM_DEVICES	The maximum number of call devices that can be in a message list.	16
MAX_NUM_CALLS	The maximum number of calls that can be in a message list.	16
MAX_NUM_SKILL_GROUPS	The maximum number of skill group fields that can be in a message list.	20
MAX_NUM_LINES	The maximum number of teletype line fields that can be in a message list.	10
NULL_CALL_ID	No call ID is supplied.	0xFFFFFFFF
NULL_PERIPHERAL_ID	No peripheral ID is supplied.	0xFFFFFFFF

Constant	Description	Value
NULL_SERVICE	No service is supplied.	0xFFFFFFFF
NULL_SKILL_GROUP	No skill group is supplied.	0xFFFFFFFF
NULL_CALLTYPE	Indicates that no CallType is supplied.	0xFFFF

Tag Values

This table shows the values used in the tag subfield of floating fields.

Table 35: Tag Values

Floating Field Tag	Using Messages
CLIENT_ID_TAG	OPEN_REQ
CLIENT_PASSWORD_TAG	OPEN_REQ
CLIENT_SIGNATURE_TAG	OPEN_REQ, AGENT_STATE_EVENT
AGENT_EXTENSION_TAG	OPEN_REQ, OPEN_CONF, AGENT_STA
AGENT_ID_TAG	OPEN_REQ, OPEN_CONF, AGENT_STA SET_AGENT_STATE_EVENT
AGENT_INSTRUMENT_TAG	OPEN_REQ, OPEN_CONF, AGENT_STA QUERY_AGENT_STATE_REQ, SET_AGI MAKE_CALL_REQ
TEXT_TAG	SYSTEM_EVENT, CLIENT_EVENT_REP AGENT_TASKS_END_EVENT
ANI_TAG	BEGIN_CALL_EVENT, CALL_DATA_U TRANSLATION_ROUTE_EVENT, SNAP
UUI_TAG	BEGIN_CALL_EVENT, CALL_DATA_U CALL_TRANSLATION_ROUTE_EVENT CALL_REQ, MAKE_CALL_REQ, TRAN SNAPSHOT_CALL_CONF
DNIS_TAG	BEGIN_CALL_EVENT, CALL_DATA_U TRANSLATION_ROUTE_EVENT, SNAP
DIALED_NUMBER_TAG	BEGIN_CALL_EVENT, CALL_DATA_U CALL_TRANSLATION_ROUTE_EVENT CALL_REQ, MAKE_CALL_REQ, TRAN SNAPSHOT_CALL_CONF
CED_TAG	BEGIN_CALL_EVENT, CALL_DATA_U TRANSLATION_ROUTE_EVENT, SNAP

Floating Field Tag	Using Messages
CALL_VAR_1_TAG through CALL_VAR_10_TAG	BEGIN_CALL_EVENT, CALL_DATA_UPDATE, CALL_TRANSLATION_ROUTE_EVENT, CALL_REQ, MAKE_CALL_REQ, TRANSFER, SNAPSHOT_CALL_CONF, SNAPSHOT_TASK_EVENT
CTI_CLIENT_SIGNATURE_TAG	BEGIN_CALL_EVENT, CALL_DATA_UPDATE, SNAPSHOT_CALL_CONF
CTI_CLIENT_TIMESTAMP_TAG	BEGIN_CALL_EVENT, CALL_DATA_UPDATE, SNAPSHOT_CALL_CONF
CONNECTION_DEVID_TAG	Any CALL_EVENT message, most CLIENT_C
ALERTING_DEVID_TAG	CALL_DELIVERED_EVENT
CALLING_DEVID_TAG	CALL_DELIVERED_EVENT, CALL_ESTABLISHED, CALL_ORIGINATED_EVENT, CALL_SERVICE_INITIATED_EVENT, CALL_SET_DEVICE_ATTRIBUTES_REQ
CALLED_DEVID_TAG	CALL_DELIVERED_EVENT, CALL_ESTABLISHED, CALL_ORIGINATED_EVENT, CALL_QUEU
LAST_REDIRECT_DEVID_TAG	CALL_DELIVERED_EVENT, CALL_ESTABLISHED, CALL_QUEUED_EVENT
ANSWERING_DEVID_TAG	CALL_ESTABLISHED_EVENT
HOLDING_DEVID_TAG	CALL_HELD_EVENT
RETRIEVING_DEVID_TAG	CALL_RETRIEVED_EVENT
RELEASING_DEVID_TAG	CALL_CONNECTION_CLEARED_EVENT
FAILING_DEVID_TAG	CALL_FAILED_EVENT
PRIMARY_DEVID_TAG	CALL_CONFERENCED_EVENT, CALL_TRA
SECONDARY_DEVID_TAG	CALL_CONFERENCED_EVENT, CALL_TRA
CONTROLLER_DEVID_TAG	CALL_CONFERENCED_EVENT
ADDED_PARTY_DEVID_TAG	CALL_CONFERENCED_EVENT
PARTY_CALLID_TAG	CALL_CONFERENCED_EVENT, CALL_TRA, CONFERENCE_CALL_CONF, TRANSFER_C
PARTY_DEVID_TYPE_TAG	CALL_CONFERENCED_EVENT, CALL_TRA, CONFERENCE_CALL_CONF, TRANSFER_C
PARTY_DEVID_TAG	CALL_CONFERENCED_EVENT, CALL_TRA, CONFERENCE_CALL_CONF, TRANSFER_C

Floating Field Tag	Using Messages
TRANSFERRING_DEVID_TAG	CALL_TRANSFERRED_EVENT
TRANSFERRED_DEVID_TAG	CALL_TRANSFERRED_EVENT
DIVERTING_DEVID_TAG	CALL_DIVERTED_EVENT
QUEUE_DEVID_TAG	CALL_QUEUED_EVENT
CALL_WRAPUP_DATA_TAG	BEGIN_CALL_EVENT, CALL_DATA_UPDATE, SET_CALL_DATA_REQ, CONSULTATION_CALL_CONF, MAKE_CALL_REQ, TRANSFER_CALL_REQ, SNAPSHOT_CALL_CONF
NEW_CONNECTION_DEVID_TAG	CALL_DATA_UPDATE_EVENT, CONFERENCE_CALL_CONF, CONSULTATION_CALL_CONF, MAKE_CALL_REQ, TRANSFER_CALL_CONF
TRUNK_USED_DEVID_TAG	CALL_REACHED_NETWORK_EVENT
AGENT_PASSWORD_TAG	SET_AGENT_STATE_REQ
ACTIVE_CONN_DEVID_TAG	ALTERNATE_CALL_REQ, CONFERENCE_CALL_CONF, CONSULTATION_CALL_REQ, RECONNECT_CALL_REQ, TRANSFER_CALL_REQ
FACILITY_CODE_TAG	CONSULTATION_CALL_REQ, MAKE_CALL_REQ, TRANSFER_CALL_REQ
OTHER_CONN_DEVID_TAG	ALTERNATE_CALL_REQ
HELD_CONN_DEVID_TAG	CONFERENCE_CALL_REQ, RECONNECT_CALL_REQ, RETRIEVE_CALL_REQ, TRANSFER_CALL_REQ
(reserved)	
CALL_CONN_CALLID_TAG	SNAPSHOT_CALL_CONF, SNAPSHOT_CALL_CONF
CALL_CONN_DEVID_TYPE_TAG	SNAPSHOT_CALL_CONF, SNAPSHOT_CALL_CONF
CALL_CONN_DEVID_TAG	SNAPSHOT_CALL_CONF, SNAPSHOT_CALL_CONF
CALL_DEVID_TYPE_TAG	SNAPSHOT_CALL_CONF
CALL_DEVID_TAG	SNAPSHOT_CALL_CONF
CALL_DEV_CONN_STATE_TAG	SNAPSHOT_CALL_CONF
SKILL_GROUP_NUMBER_TAG	CALL_QUEUED_EVENT, CALL_DEQUEUED_EVENT, QUERY_AGENT_STATE_CONF
SKILL_GROUP_ID_TAG	CALL_QUEUED_EVENT, CALL_DEQUEUED_EVENT, QUERY_AGENT_STATE_CONF

Floating Field Tag	Using Messages
SKILL_GROUP_PRIORITY_TAG	CALL_QUEUED_EVENT, CALL_DEQUEUE, QUERY_AGENT_STATE_CONF
SKILL_GROUP_STATE_TAG	QUERY_AGENT_STATE_CONF
OBJECT_NAME_TAG	CLIENT_EVENT_REPORT
DTMF_STRING_TAG	SEND_DTMF_SIGNAL_REQ
POSITION_ID_TAG	SET_AGENT_STATE_REQ
SUPERVISOR_ID_TAG	SET_AGENT_STATE_REQ
LINE_HANDLE_TAG	QUERY_DEVICE_INFO_CONF
LINE_TYPE_TAG	QUERY_DEVICE_INFO_CONF
ROUTER_CALL_KEY_DAY_TAG	BEGIN_CALL_EVENT, CALL_DATA_UPDATE, TRANSLATION_ROUTE_EVENT, SNAPSHOT
ROUTER_CALL_KEY_CALLID_TAG	BEGIN_CALL_EVENT, CALL_DATA_UPDATE, TRANSLATION_ROUTE_EVENT, SNAPSHOT
ROUTER_CALL_KEY_SEQUENCE_NUM_TAG	AGENT_LEGACY_PRE_CALL_EVENT, BEGIN, CALL_DATA_UPDATE_EVENT, CALL_TRANSLATION_ROUTE_EVENT, AGENT_PRE_CALL_EVENT, AGENT_PRE_CALL_ABORT_EVENT
(reserved)	
CALL_STATE_TAG	SNAPSHOT_DEVICE_CONF
MONITORED_DEVID_TAG	MONITOR_START_REQ
AUTHORIZATION_CODE_TAG	CONFERENCE_CALL_REQ, CONSULTATION, MAKE_CALL_REQ, MAKE_PREDICTIVE, TRANSFER_CALL_REQ
ACCOUNT_CODE_TAG	CONFERENCE_CALL_REQ, CONSULTATION, MAKE_CALL_REQ, MAKE_PREDICTIVE, TRANSFER_CALL_REQ
ORIGINATING_DEVID_TAG	MAKE_PREDICTIVE_CALL_REQ
ORIGINATING_LINE_ID_TAG	MAKE_PREDICTIVE_CALL_REQ
CLIENT_ADDRESS_TAG	CLIENT_SESSION_OPENED_EVENT, CLIENT_SESSION_CLOSED_EVENT

Floating Field Tag	Using Messages
NAMED_VARIABLE_TAG	BEGIN_CALL_EVENT, CALL_DATA_UPDATE, AGENT_PRE_CALL_EVENT, CALL_TRANSFER_EVENT, SET_CALL_DATA_REQ, CONFIRMATION_CALL_REQ, CONSULTATION_CALL_REQ, MAKE_CALL_REQ, MAKE_PREDICTIVE_CALL_REQ, TRAFFIC_SNAPSHOT_CALL_CONF, REGISTER_VEHICLE_SNAPSHOT_TASK_RESP, SNAPSHOT_TASK_RESP
NAMED_ARRAY_TAG	BEGIN_CALL_EVENT, CALL_DATA_UPDATE, AGENT_PRE_CALL_EVENT, CALL_TRANSFER_EVENT, SET_CALL_DATA_REQ, CONFIRMATION_CALL_REQ, CONSULTATION_CALL_REQ, MAKE_CALL_REQ, MAKE_PREDICTIVE_CALL_REQ, TRAFFIC_SNAPSHOT_CALL_CONF, REGISTER_VEHICLE_SNAPSHOT_TASK_RESP, SNAPSHOT_TASK_RESP
CALL_CONTROL_TABLE_TAG	MAKE_CALL_REQ, MAKE_PREDICTIVE_CALL_REQ
SUPERVISOR_INSTRUMENT_TAG	SUPERVISE_CALL_REQ
ATC_AGENT_ID_TAG	AGENT_TEAM_CONFIG_EVENT
AGENT_FLAGS_TAG	AGENT_TEAM_CONFIG_EVENT
ATC_AGENT_STATE_TAG	AGENT_TEAM_CONFIG_EVENT
ATC_STATE_DURATION_TAG	AGENT_TEAM_CONFIG_EVENT
AGENT_CONNECTION_DEVID_TAG	SUPERVISE_CALL_REQ
SUPERVISOR_CONNECTION_DEVID_TAG	SUPERVISE_CALL_REQ,
LIST_TEAM_ID_TAG	LIST_AGENT_TEAM_CONF
DEFAULT_DEVICE_PORT_ADDRESS_TAG	AGENT_DESK_SETTINGS_CONF
SERVICE_NAME_TAG	REGISTER_SERVICE_REQ
CUSTOMER_PHONE_NUMBER_TAG	SET_CALL_DATA_REQ, CALL_DATA_UPDATE
CUSTOMER_ACCOUNT_NUMBER_TAG	SET_CALL_DATA_REQ, CALL_DATA_UPDATE
APP_PATH_ID_TAG	OPEN_REQ
SCRIPT_SELECTOR_TAG	SNAPSHOT_TASK_RESP, SNAPSHOT_TASK_RESP
APPLICATION_STRING1_TAG	SNAPSHOT_TASK_RESP, SNAPSHOT_TASK_RESP
APPLICATION_STRING2_TAG	SNAPSHOT_TASK_RESP, SNAPSHOT_TASK_RESP

Floating Field Tag	Using Messages
ROUTER_CALL_KEY_SEQUENCE_NUM_TAG	AGENT_LEGACY_PRE_CALL_EVENT, BE CALL_DATA_UPDATE_EVENT, CALL_TRANSLATION_ROUTE_EVENT, AGENT_PRE_CALL_EVENT, AGENT_PRE_CALL_ABORT_EVENT
TRUNK_NUMBER_TAG	CALL_DELIVERED_EVENT, CALL_ESTAB CALL_REACHED_NETWORK_EVENT
TRUNK_GROUP_NUMBER_TAG	CALL_DELIVERED_EVENT, CALL_ESTAB CALL_REACHED_NETWORK_EVENT
EXT_AGENT_STATE_TAG	AGENT_STATE_EVENT
DEQUEUE_TYPE_TAG	CALL_DEQUEUED_EVENT
SENDING_ADDRESS_TAG	RTP_STARTED_EVENT, RTP_STOPPED_EV
SENDING_PORT_TAG	RTP_STARTED_EVENT RTP_STOPPED_EV
Unused	
MAX_QUEUED_TAG	CONFIG_SERVICE_EVENT, CONFIG_DEVI
QUEUE_ID_TAG	QUEUE_UPDATED_EVENT
CUSTOMER_ID_TAG	CONFIG_REQUEST_EVENT
SERVICE_SKILL_TARGET_ID_TAG	CONFIG_SERVICE_EVENT
PERIPHERAL_NAME_TAG	CONFIG_SERVICE_EVENT, CONFIG_SKIL CONFIG_AGENT_EVENT, CONFIG_DIALE
DESCRIPTION_TAG	CONFIG_SERVICE_EVENT, CONFIG_SKIL CONFIG_AGENT_EVENT, CONFIG_DIALE CONFIG_MRD_EVENT
SERVICE_MEMBER_ID_TAG	CONFIG_SKILL_GROUP_EVENT
SERVICE_MEMBER_PRIORITY_TAG	CONFIG_SKILL_GROUP_EVENT
FIRST_NAME_TAG	CONFIG_AGENT_EVENT
LAST_NAME_TAG	CONFIG_AGENT_EVENT
SKILL_GROUP_TAG	CONFIG_AGENT_EVENT
AGENT_SKILL_TARGET_ID_TAG	CONFIG_AGENT_EVENT
SERVICE_TAG	CONFIG_DIALED_NUMBER_EVENT
Reserved	

Floating Field Tag	Using Messages
DURATION_TAG	AGENT_STATE_EVENT
Reserved	
EXTENSION_TAG	CONFIG_SKILL_GROUP_EVENT, CONFIG_AGENT_EVENT, CONFIG_DEVICE_EVENT
SERVICE_LEVEL_THRESHOLD_TAG	CONFIG_SERVICE_EVENT
SERVICE_LEVEL_TYPE_TAG	CONFIG_SERVICE_EVENT
CONFIG_PARAM_TAG	CONFIG_SKILL_GROUP_EVENT, CONFIG_AGENT_EVENT
SERVICE_CONFIG_KEY_TAG	CONFIG_KEY_EVENT, CONFIG_BEGINNING_EVENT
SKILL_GROUP_CONFIG_KEY_TAG	CONFIG_KEY_EVENT, CONFIG_BEGINNING_EVENT
AGENT_CONFIG_KEY_TAG	CONFIG_KEY_EVENT, CONFIG_BEGINNING_EVENT
DEVICE_CONFIG_KEY_TAG	CONFIG_KEY_EVENT, CONFIG_BEGINNING_EVENT
Unused	
RECORD_TYPE_TAG	CONFIG_AGENT_EVENT, CONFIG_DEVICE_EVENT, CONFIG_SERVICE_EVENT, CONFIG_SKILL_GROUP_EVENT
PERIPHERAL_NUMBER_TAG	CONFIG_AGENT_EVENT, CONFIG_DEVICE_EVENT, CONFIG_SERVICE_EVENT, CONFIG_SKILL_GROUP_EVENT
AGENT_SKILL_TARGET_ID_TAG	CONFIG_AGENT_EVENT
NUM_SERVICE_MEMBERS_TAG	CONFIG_SERVICE_EVENT
SERVICE_MEMBER_TAG	CONFIG_SERVICE_EVENT
SERVICE_PRIORITY_TAG	CONFIG_SERVICE_EVENT
AGENT_TYPE_TAG	CONFIG_AGENT_EVENT
LOGIN_ID_TAG	CONFIG_AGENT_EVENT
NUM_SKILLS_TAG	CONFIG_AGENT_EVENT
SKILL_GROUP_SKILL_TARGET_ID_TAG	CONFIG_SKILL_GROUP_EVENT
SERVICE_ID_TAG	CONFIG_DEVICE_EVENT
AGENT_ID_LONG_TAG	OPEN_REQ, OPEN_REQ, OPEN_REQ_CANCEL, AGENT_STATE_EVENT, RTP_STARTED_EVENT, RTP_STOPPED_EVENT, SUPERVISE_CALL_EVENT, EMERGENCY_CALL_EVENT, USER_MOTION_EVENT, SET_AGENT_STATE_REQ, SET_AGENT_STATE_EVENT, QUERY_AGENT_STATE_REQ, QUERY_AGENT_STATE_EVENT, AGENT_UPDATED_EVENT

Floating Field Tag	Using Messages
DEVICE_TYPE_TAG	CONFIG_DEVICE_EVENT
Unused	
ENABLE_TAG	ROUTE_REGISTER_EVENT
DEVICEID_TAG	ROUTE_REQUEST_EVENT
TIMEOUT_TAG	ROUTE_REQUEST_EVENT
CURRENT_ROUTE_TAG	ROUTE_REQUEST_EVENT
SECONDARY_CONNECTION_CALL_ID	CALL_DELIVERED_EVENT
PRIORITY_QUEUE_NUMBER_TAG	CALL_QUEUED_EVENT
TEAM_NAME_TAG	TEAM_CONFIG_EVENT
MEMBER_TYPE_TAG	TEAM_CONFIG_EVENT
EVENT_DEVICE_ID_TAG	SYSTEM_EVENT
LOGIN_NAME_TAG (V11)	CONFIG_AGENT_EVENT
PERIPHERAL_ID_TAG (V11)	CONFIG_AGENT_EVENT, CONFIG_SERVICE_EVENT, CONFIG_SKILL_GROUP_EVENT, CONFIG_MRD_EVENT
CALL_TYPE_KEY_CONFIG_TAG (V11)	CONFIG_KEY_EVENT
CALL_TYPE_ID_TAG (V11)	AGENT_PRE_CALL_EVENT, CONFIG_CALL_TYPE_EVENT, SET_APP_DATA
CUSTOMER_DEFINITION_ID_TAG (V11)	CONFIG_CALL_TYPE_EVENT
ENTERPRISE_NAME_TAG (V11)	CONFIG_CALL_TYPE_EVENT CONFIG_MRD_EVENT
OLD_PERIPHERAL_NUMBER_TAG	CONFIG_SKILL_GROUP_EVENT, CONFIG_MRD_EVENT
CUR_LOGIN_ID	CONFIG_AGENT_EVENT
ANI_II_TAG	BEGIN_CALL_EVENT, CALL_TRANSLATION_EVENT, CALL_DATA_UPDATE, CALL_DELIVERED_EVENT, AGENT_PRE_CALL_EVENT, SET_CALL_DATA_EVENT, SNAPSHOT_CALL_REQ, ROUTE_REQUEST_EVENT
MR_DOMAIN_ID_TAG	CONFIG_SKILL_GROUP_EVENT, CONFIG_MRD_EVENT

Floating Field Tag	Using Messages
CTIOS_CIL_CLIENT_ID_TAG	SET_CALL_DATA_REQ, ALTERNATE_C ANSWER_CALL_REQ, CLEAR_CALL_F CLEAR_CONNECTION_REQ, DEFLECT HOLD_CALL_REQ, RECONNECT_CALL RETRIEVE_CALL_REQ, SEND_DTMF_S CHANGE_MONITOR_MASK_REQ, USE SESSION_MONITOR_START_REQ, SESSION_MONITOR_STOP_REQ, MONITOR_AGENT_TEAM_START_REQ MONITOR_AGENT_TEAM_STOP_REQ CONTROL_FAILURE_CONF
SILENT_MONITOR_STATUS_TAG	SNAPSHOT_DEVICE_CONF
REQUESTING_DEVICE_ID_TAG	CALL_CLEAR_CONNECTION_REQ
REQUESTING_DEVICE_ID_TYPE_TAG	CALL_CLEAR_CONNECTION_REQ
PRE_CALL_INVOKE_ID_TAG	AGENT_PRE_CALL_EVENT, SET_APP
ENTERPRISE_QUEUE_TIME	
CALL_REFERENCE_ID_TAG	BEGIN_CALL_EVENT, CALL_DATA_UP CALL_TERMINATION_EVNT, SNAPSHOT
MULTI_LINE_AGENT_CONTROL_TAG	OPEN_CONF
NETWORK_CONTROLLED_TAG	ROUTE_SELECT_EVENT
Used	
NUM_PERIPHERALS_TAG	OPEN_CONF
COC_CONNECTION_CALL_ID_TAG	CALL_SERVICE_INITIATED_EVENT, ROUTE_REQUEST_EVENT, SNAPSHOT
COC_CONNECTION_DEVICE_ID_TYPE_TAG	CALL_SERVICE_INITIATED_EVENT, ROUTE_REQUEST_EVENT, SNAPSHOT
COC_CONNECTION_DEVICE_ID_TAG	CALL_SERVICE_INITIATED_EVENT, ROUTE_REQUEST_EVENT, SNAPSHOT
CALL_ORIGINATED_FROM_TAG	SET_CALL_DATA_REQ
SET_APPDATA_CALLID_TAG	
CLIENT_SHARE_KEY_TAG	
AGENT_TEAM_NAME_TAG	AGENT_TEAM_CONFIG_EVENT
DIRECTION_TAG	AGENT_STATE_EVENT
OPTIONS_TAG	ROUTE_REQUEST_EVENT (internal use

Floating Field Tag	Using Messages
FLT_MRD_ID_TAG	CONFIG_MEDIA_ROUTING_DOMAIN_EV Only)
MEDIA_CLASS_ID_TAG	CONFIG_MEDIA_ROUTING_DOMAIN_EV CONFIG_MEDIA_CLASS_EVENT (Internal C
TASK_LIFE_TAG	CONFIG_MEDIA_ROUTING_DOMAIN_EV CONFIG_MEDIA_CLASS_EVENT (Internal C
TASK_START_TIMEOUT_TAG	CONFIG_MEDIA_ROUTING_DOMAIN_EV CONFIG_MEDIA_CLASS_EVENT (Internal C
MAX_TASK_DURATION_TAG	CONFIG_MEDIA_ROUTING_DOMAIN_EV CONFIG_MEDIA_CLASS_EVENT (Internal C CONFIG_MRD_EVENT
INTERRUPTIBLE_TAG	CONFIG_MEDIA_ROUTING_DOMAIN_EV Only) CONFIG_MRD_EVENT
MAX_CALLS_IN_QUEUE_TAG	CONFIG_MEDIA_ROUTING_DOMAIN_EV Only)
MAX_CALLS_IN_QUEUE_PER_CALL_TYPE_TAG	CONFIG_MEDIA_ROUTING_DOMAIN_EV Only)
MAX_TIME_IN_QUEUE_TAG	CONFIG_MEDIA_ROUTING_DOMAIN_EV Only)
INTERNAL_AGENT_STATE_TAG	QUERY_AGENT_STATE_CONF (internal use
Unused	
SSO_ENABLED_TAG	CONFIG_AGENT_EVENT, SET_AGENT_ST
FLT_TASK_ID_TAG	AGENT_TASKS_RESP, AGENT_TASKS_EV
FLT_ICM_DISP_TAG	MEDIA_LOGOUT_IND
FLT_APP_DISP_TAG	MEDIA_LOGOUT_IND
NUM_MRDS_TAG	CONFIG_AGENT_EVENT, DESKTOP_CON
FLT_AGENT_MRD_ID_TAG	CONFIG_AGENT_EVENT, DESKTOP_CON
FLT_AGENT_MRD_STATE_TAG	CONFIG_AGENT_EVENT
FLT_PRECISION_QUEUE_ID_TAG	CONFIG_SKILL_GROUP_EVENT
FLT_PRECISION_QUEUE_NAME_TAG	CONFIG_SKILL_GROUP_EVENT

Floating Field Tag	Using Messages
MAX_BEYOND_TASK_LIMIT_TAG	AGENT_STATE_EVENT, QUERY_AGENT_STATE_CONF, MEDIA_LOGIN_REQ, AGENT_INIT_REQ
AGENT_DESK_SETTINGS_ID_TAG	CONFIG_AGENT_EVENT
XFER_IN_WHILE_LOGGED_OUT_TAG	OFFER_APPLICATION_TASK_REQ START_APPLICATION_TASK_REQ
PERIPHERAL_CONFIG_KEY_TAG	CONFIG_KEY_EVENT
AGENT_DESK_SETTINGS_CONFIG_KEY_TAG	CONFIG_AGENT_EVENT
CONFIG_PERIPHERAL_ID_TAG	CONFIG_PERIPHERAL_EVENT
DEFAULT_AGENT_DESK_SETTINGS_ID_TAG	CONFIG_PERIPHERAL_EVENT
FLT_DESK_SETTINGS_MASK_TAG	CONFIG_AGENT_DESK_SETTINGS_EV
FLT_WRAP_UP_DATA_INCOMING_MODE_TAG	CONFIG_AGENT_DESK_SETTINGS_EV
FLT_WRAP_UP_DATA_OUTGOING_MODE_TAG	CONFIG_AGENT_DESK_SETTINGS_EV
FLT_LOGOUT_NON_ACTIVITY_TIME_TAG	CONFIG_AGENT_DESK_SETTINGS_EV
FLT_QUALITY_RECORDING_RATE_TAG	CONFIG_AGENT_DESK_SETTINGS_EV
FLT_RING_NO_ANSWER_TIME_TAG	CONFIG_AGENT_DESK_SETTINGS_EV
FLT_SILENT_MONITOR_WARNING_MESSAGE_TAG	CONFIG_AGENT_DESK_SETTINGS_EV
FLT_SILENT_MONITOR_AUDIBLE_INDICATION_TAG	CONFIG_AGENT_DESK_SETTINGS_EV
FLT_SUPERVISOR_ASSIST_CALL_METHOD_TAG	CONFIG_AGENT_DESK_SETTINGS_EV
FLT_EMERGENCY_CALL_METHOD_TAG	CONFIG_AGENT_DESK_SETTINGS_EV
FLT_AUTO_RECORD_ON_EMERGENCY_TAG	CONFIG_AGENT_DESK_SETTINGS_EV
FLT_RECORDING_MODE_TAG	CONFIG_AGENT_DESK_SETTINGS_EV
FLT_WORK_MODE_TIMER_TAG	CONFIG_AGENT_DESK_SETTINGS_EV
FLT_RING_NO_ANSWER_DN_ID_TAG	CONFIG_AGENT_DESK_SETTINGS_EV
FLT_DEFAULT_DEVICE_PORT_ADDRESS_TAG	CONFIG_AGENT_DESK_SETTINGS_EV
DESKTOP_CONNECTED_FLAG_TAG	AGENT_TASKS_REQUEST_EVENT

AgentState Values

This table shows the agent state values that may appear in the QUERY_AGENT_STATE_CONF messages.

Table 36: AgentState Values

State Name	Description	Value
AGENT_STATE_LOGIN	The agent has logged on to the ACD. It does not necessarily indicate that the agent is ready to accept calls.	0
AGENT_STATE_LOGOUT	The agent has logged out of the ACD and cannot accept any additional calls.	1
AGENT_STATE_NOT_READY	The agent is unavailable for any call work.	2
AGENT_STATE_AVAILABLE	The agent is ready to accept a call.	3
AGENT_STATE_TALKING	The agent is currently talking on a call (inbound, outbound, or inside).	4
AGENT_STATE_WORK_NOT_READY	The agent is performing after call work, but will not be ready to receive a call when completed.	5
AGENT_STATE_WORK_READY	The agent is performing after call work, and will be ready to receive a call when completed.	6
AGENT_STATE_BUSY_OTHER	The agent is busy performing a task associated with another active SkillGroup.	7
AGENT_STATE_RESERVED	The agent is reserved for a call that will arrive at the ACD shortly.	8
AGENT_STATE_UNKNOWN	The agent state is currently unknown.	9
AGENT_STATE_HOLD	The agent currently has all calls on hold.	10
AGENT_STATE_ACTIVE	The agent state is currently active.	11
AGENT_STATE_PAUSED	The agent state is currently paused.	12
AGENT_STATE_INTERRUPTED	The agent state is currently interrupted.	13
AGENT_STATE_NOT_ACTIVE	The agent state is currently not active.	14

PGStatusCode Values

This table shows the PGStatusCode values that may be included in the SYSTEM_EVENT message.

Table 37: PGStatusCode Values

PGStatus	Description	Mask Value
PGS_OPC_DOWN	Communication lost between the CTI Server and the PG's Open Peripheral Controller (OPC) process. No call or agent state event messages can be sent due to this condition.	0x00000001
PGS_CC_DOWN	Communication lost between the PG and the Unified CCE Central Controller. Primarily affects translation routing and post-routing, other call and agent event messages can still be sent.	0x00000002
PGS_PERIPHERAL_OFFLINE	One or more of the peripherals monitored by the PG are offline.	0x00000004
PGS_CTI_SERVER_OFFLINE	Loss of communication between the CTI Server and the CTI Client. This status code is not reported by a software layer between the CTI Server and the client application.	0x00000008
PGS_LIMITED_FUNCTION	This status code may be reported by a software layer between the CTI Server and the client application when PGS_CTI_SERVER_OFFLINE is true to indicate that limited local call control is possible.	0x00000010

PeripheralType Values

This table shows the PeripheralType values that may be included in the Client Events service messages.

Table 38: PeripheralType Values

Peripheral Type	Description	Value
PT_NONE	Not Applicable	0xffff
PT_ASPECT	Aspect Call Center ACD	1
PT_MERIDIAN	Northern Telecom Meridian ACD	2
PT_G2	Lucent G2	3
PT_DEFINITY_ECS_NON_EAS	Lucent DEFINITY ECS (without Expert Agent Selection)	4
PT_DEFINITY_ECS_EAS	Lucent DEFINITY ECS (with Expert Agent Selection)	5
PT_GALAXY	Obsolete	6
PT_SPECTRUM	Obsolete	7
PT_VRU	VRU (event type interface)	8
PT_VRU_POLLED	VRU (polled type interface)	9

Peripheral Type	Description	Value
PT_DMS100	Obsolete	10
PT_SIEMENS_9006	Siemens Hicom ACD (9006)	11
PT_SIEMENS_9005	Siemens 9751 CBX Release 9005 (Rolm 9005)	12
PT_ALCATEL	Alcatel 4400 ACD	13
PT_NEC_NEAX_2x00	Obsolete	14
PT_ACP_1000	Ericsson ACP1000	15
PT_SYMPOSIUM	Avaya Aura	16
PT_ENTERPRISE_AGENT	Unified CCE Manager	17
PT_MD110	Ericsson MD-110	18
PT_MEDIA_ROUTING	Media Routing	19
PT_GENERIC	Generic	20
PT_ACMI_CRS	A Gateway PG over Unified CCX	21
PT_ACMI_IPCC	A Gateway PG over Unified CCE or Unified CCX	22
PT_SIMPLIFIED_IPCC	A system using the System PG	23
PT_ARS	A system using the ARS PG	24
PT_ACMI_ERS	A system using the ERS PG	25
PT_ACMI_EXPERT_ADVISOR	Obsolete	26
{reserved}		27

LocalConnectionState Values

This table shows the LocalConnectionState values.

Table 39: LocalConnectionState values

LocalConnectionState	Description	Value
LCS_NONE	Not applicable	0xffff
LCS_NULL	No relationship between call and device.	0
LCS_INITIATE	Device requesting service (“dialing”).	1
LCS_ALERTING	Device is alerting (“ringing”).	2

LocalConnectionState	Description	Value
LCS_CONNECT	Device is actively participating in the call.	3
LCS_HOLD	Device is inactively participating in the call.	4
LCS_QUEUED	Device is stalled attempting to connect to a call, or a call is stalled attempting to connect to a device.	5
LCS_FAIL	A device-to-call or call-to-device connection attempt has been aborted.	6

EventCause Values

These tables show the EventCause values.

Table 40: EventCause Values

EventCause	Value
CEC_NONE	0xffff
CEC_ACTIVE_MONITOR	1
CEC_ALTERNATE	2
CEC_BUSY	3
CEC_CALL_BACK	4
CEC_CALL_CANCELLED	5
CEC_CALL_FORWARD_ALWAYS	6
CEC_CALL_FORWARD_BUSY	7
CEC_CALL_FORWARD_NO_ANSWER	8
CEC_CALL_FORWARD	9
CEC_CALL_NOT_ANSWERED	10
CEC_CALL_PICKUP	11
CEC_CAMP_ON	12
CEC_DEST_NOT_OBTAINABLE	13
CEC_DO_NOT_DISTURB	14
CEC_INCOMPATIBLE_DESTINATION	15
CEC_INVALID_ACCOUNT_CODE	16

EventCause	Value
CEC_KEY_CONFERENCE	17
CEC_LOCKOUT	18
CEC_MAINTENANCE	19
CEC_NETWORK_CONGESTION	20
CEC_NETWORK_NOT_OBTAINABLE	21
CEC_NEW_CALL	22
CEC_NO_AVAILABLE_AGENTS	23
CEC_OVERRIDE	24
CEC_PARK	25
CEC_OVERFLOW	26
CEC_RECALL	27
CEC_REDIRECTED	28
CEC_REORDER_TONE	29
CEC_RESOURCES_NOT_AVAILABLE	30
CEC_SILENT_MONITOR	31
CEC_TRANSFER	32
CEC_TRUNKS_BUSY	33
CEC_VOICE_UNIT_INITIATOR	34
CEC_TIME_OUT	35
CEC_NEW_CALL_INTERFLOW	36
CEC_SIMULATION_INIT_REQUEST	37
CEC_SIMULATION_RESET_REQUEST	38
CEC_CTI_LINK_DOWN	39
CEC_PERIPHERAL_RESET_REQUEST	40
CEC_MD110_CONFERENCE_TRANSFER	41
CEC_REMAINS_IN_Q	42
CEC_SUPERVISOR_ASSIST	43
CEC_EMERGENCY_CALL	44

EventCause	Value
CEC_SUPERVISOR_CLEAR	45
CEC_SUPERVISOR_MONITOR	46
CEC_SUPERVISOR_WHISPER	47
CEC_SUPERVISOR_BARGE_IN	48
CEC_SUPERVISOR_INTERCEPT	49
CEC_CALL_PARTY_UPDATE_IND	50
CEC_CONSULT	51
CEC_NIC_CALL_CLEAR	52
CEC_DNP	53
CEC_ROUTER_REQUERY_BEFORE_ANSWER	54
CEC_ROUTER_REQUERY_AFTER_ANSWER	55
CEC_NETWORK_ERROR	56
CEC_NETWORK_ERROR_BEFORE_ANSWER	57
CEC_NETWORK_ERROR_AFTER_ANSWER	58
CEC_GREETING	59
CEC_RECORD_AGENT_GREETING	60
CEC_SNAPSHOT	61
CEC_MAX_QUEUE_EXCEEDED	62

Extended Call Cleared Event Causes

EventCause	Value
CECX_ABAND_NETWORK	1001
CECX_ABAND_LOCAL_QUEUE	1002
CECX_ABAND_RING	1003
CECX_ABAND_DELAY	1004
CECX_ABAND_INTERFLOW	1005
CECX_ABAND_AGENT_TERMINAL	1006
CECX_SHORT	1007
CECX_BUSY	1008

EventCause	Value
CECX_FORCED_BUSY	1009
CECX_DROP_NO_ANSWER	1010
CECX_DROP_BUSY	1011
CECX_DROP_REORDER	1012
CECX_DROP_HANDLED_PRIMARY_ROUTE	1013
CECX_DROP_HANDLED_OTHER	1014
CECX_REDIRECTED	1015
CECX_CUT_THROUGH	1016
CECX_INTRAFLOW	1017
CECX_INTERFLOW	1018
CECX_RING_NO_ANSWER	1019
CECX_INTERCEPT_REORDER	1020
CECX_INTERCEPT_DENIAL	1021
CECX_TIME_OUT	1022
CECX_VOICE_ENERGY	1023
CECX_NONCLASSIFIED_ENERGY_DETECT	1024
CECX_NO_CUT_THROUGH	1025
CECX_UABORT	1026
CECX_FAILED_SOFTWARE	1027
CECX_BLIND_TRANSFER	1028
CECX_ANNOUNCED_TRANSFER	1029
CECX_CONFERENCED	1030
CECX_DUPLICATE_TRANSFER	1031
CECX_UNMONITORED_DEVICE	1032
CECX_ANSWERING_MACHINE	1033
CECX_NETWORK_BLIND_TRANSFER	1034
CECX_TASK_ABANDONED_IN_ROUTER	1035
CECX_TASK_ABANDONED_BEFORE_OFFERED	1036

EventCause	Value
CECX_TASK_ABANDONED_WHILE_OFFERED	1037
CECX_NORMAL_END_TASK	1038
CECX_CANT_OBTAIN_TASK_ID	1039
CECX_AGENT_LOGGED_OUT_DURING_TASK	1040
CECX_MAX_TASK_LIFETIME_EXCEEDED	1041
CECX_APPLICATION_PATH_WENT_DOWN	1042
CECX_ICM_ROUTING_COMPLETE	1043
CECX_ICM_ROUTING_DISABLED	1044
CECX_APPL_INVALID_MRD_ID	1045
CECX_APPL_INVALID_DIALOGUE_ID	1056
CECX_APPL_DUPLICATE_DIALOGUE_ID	1047
CECX_APPL_INVALID_INVOKE_ID	1048
CECX_APPL_INVALID_SCRIPT_SELECTOR	1049
CECX_APPL_TERMINATE_DIALOGUE	1050
CECX_TASK_ENDED_DURING_APP_INIT	1051
CECX_CALLED_PARTY_DISCONNECTED	1052
CECX_PARTIAL_CALL	1053
CECX_DROP_NETWORK_CONSULT	1054
CECX_NETWORK_CONSULT_TRANSFER	1055
CECX_NETWORK_CONFERENCE	1056
CECX_ABAND_NETWORK_CONSULT	1057

DeviceIDType Values

This table shows the DeviceIDType values.

Table 41: DeviceIDType Values

Device ID Type	Description	Value
DEVID_NONE	No device ID is provided.	0xffff

DEVID_DEVICE_IDENTIFIER	The provided device ID identifies a peripheral telset (extension).	0
DEVID_TRUNK_IDENTIFIER	The provided device ID identifies a peripheral Trunk.	70
DEVID_TRUNK_GROUP_IDENTIFIER	The provided device ID identifies a peripheral Trunk Group.	71
DEVID_IP_PHONE_MAC_IDENTIFIER	The provided device ID identifies the MAC address of an IP phone (Unified CCX ONLY).	72
DEVID_CTI_PORT	The provided device ID identifies a CTI PORT (Unified CCX ONLY).	73
DEVID_ROUTE_POINT	The provided device ID identifies a ROUTE POINT.	74
DEVID_EXTERNAL	The provided device ID is an ANI number or some other external identifier.	75
DEVID_AGENT_DEVICE	The provided device ID is the ID of an AGENT Device (phone).	76
DEVID_QUEUE	The provided device ID is the ID of a QUEUE.	77
DEVID_NON_ACD_DEVICE_IDENTIFIER	The provided device ID identifies a peripheral telset (extension) that is classified as being a non-ACD extension.	78
DEVID_SHARED_DEVICE_IDENTIFIER	The provided device ID identifies a peripheral telset (extension) that is classified as being a shared line (0 or more telsets share this extension).	79

CallType Values

This table shows the CallType values.

Table 42: CallType Values

CallType	Description	Value
CALLTYPE_ACD_IN	Inbound ACD call. In Unified CCE, it indicates that this is a post route request.	1
CALLTYPE_PREROUTE_ACD_IN	Translation routed inbound ACD call.	2
CALLTYPE_PREROUTE_DIRECT_AGENT	Translation routed call to a specific agent.	3
CALLTYPE_TRANSFER_IN	Transferred inbound call.	4

CallType	Description	Value
CALLTYPE_OVERFLOW_IN	Overflowed inbound call.	5
CALLTYPE_OTHER_IN	Inbound call.	6
CALLTYPE_AUTO_OUT	Automatic out call.	7
CALLTYPE_AGENT_OUT	Agent out call.	8
CALLTYPE_OUT	Outbound call.	9
CALLTYPE_AGENT_INSIDE	Agent inside call.	10
CALLTYPE_OFFERED	Blind transferred call.	11
CALLTYPE_CONSULT	Consult call.	12
CALLTYPE_CONSULT_OFFERED	Announced transferred call.	13
CALLTYPE_CONSULT_CONFERENCE	Conferenced consult call.	14
CALLTYPE_CONFERENCE	Conference call.	15
CALLTYPE_UNMONITORED	Inside or outbound call for which no call events will be received.	16
CALLTYPE_PREVIEW	Automatic out call in which the agent is given the option to proceed to dial a contact.	17
CALLTYPE_RESERVATION	Call made to reserve an agent for some other function.	18
CALLTYPE_ASSIST	Call to supervisor for assistance.	19
CALLTYPE_EMERGENCY	Emergency call.	20
CALLTYPE_SUPERVISOR_MONITOR	Supervisor silently monitoring call.	21
CALLTYPE_SUPERVISOR_WHISPER	Supervisor monitoring call, agent can hear supervisor.	22
CALLTYPE_SUPERVISOR_BARGEIN	Supervisor conferenced into call.	23
CALLTYPE_SUPERVISOR_INTERCEPT	Supervisor replaces agent on call.	24
CALLTYPE_TASK_ROUTED_BY_ICM	Task routed by Unified CCE	25
CALLTYPE_TASK_ROUTED_BY_APPLICATION	Task routed by application	26
CALLTYPE_NON_ACD	Agent call that is a non-ACD routed call.	27
RESERVATION_PREVIEW	Call type for Outbound Option Reservation calls for Preview mode.	27

CallType	Description	Value
RESERVATION_PREVIEW_DIRECT	Call type for Outbound Option Reservation calls for Direct Preview mode.	28
RESERVATION_PREDICTIVE	Call type for Outbound Option Reservation calls for Predictive mode and Progressive mode.	29
RESERVATION_CALLBACK	Call type for Outbound Option Reservation calls for Callback calls.	30
RESERVATION_PERSONAL_CALLBACK	Call type for Outbound Option Reservation calls for Personal Callback calls.	31
CUSTOMER_PREVIEW	Call type for Outbound Option Customer calls for Preview mode.	32
CUSTOMER_PREVIEW_DIRECT	Call type for Outbound Option Customer calls for Direct Preview	33
CUSTOMER_PREDICTIVE	Call type for Outbound Option Customer calls for Predictive mode and Progressive mode for agent based campaigns.	34
CUSTOMER_CALLBACK	Call type for Outbound Option Customer calls for callback calls.	35
CUSTOMER_PERSONAL	Call type for Outbound Option Customer calls for personal callback calls.	36
CUSTOMER_IVR	Call type for Outbound Option Customer calls for Transfer to IVR campaigns.	37
CALLTYPE_NON_ACD	Agent call that is a non-ACD call.	38
CALLTYPE_PLAY_AGENT_GREETING	An agent greeting route request.	39
CALLTYPE_RECORD_AGENT_GREETING	Record agent greeting call initiated by AGENT_GREETING_CONTROL_REQ.	40
CALLTYPE_VOICE_CALL_BACK	Voice callback using the Agent Request API.	41

ConnectionDeviceIDType Values

This table shows the possible ConnectionDeviceIDType values.

Table 43: ConnectionDeviceIDType Values

ConnectionDevice IDType	Description	Value
CONNECTION_ID_NONE	No ConnectionDeviceID is provided.	0xffff

CONNECTION_ID_STATIC	The ConnectionDeviceID value is stable over time (between calls).	0
CONNECTION_ID_DYNAMIC	The ConnectionDeviceID value is dynamic and may change between calls.	1

LineType Values

This table shows the possible LineType values.

Table 44: LineType Values

LineType	Description	Value
LINETYPE_INBOUND_ACD	Line used for inbound ACD calls.	0
LINETYPE_OUTBOUND_ACD	Line used for outbound ACD calls.	1
LINETYPE_INSIDE	Line used for inside calls.	2
LINETYPE_UNKNOWN	Line used for any purpose.	3
LINETYPE_SUPERVISOR	Line used for supervisor calls.	4
LINETYPE_MESSAGE	Line used for voice messages.	5
LINETYPE_HELP	Line used for assistance.	6
LINETYPE_OUTBOUND	Line used for outbound non-ACD calls.	7
LINETYPE_DID	Line used for direct inward dialed calls.	8
LINETYPE_SILENT_MONITOR	Line used for silent monitor.	9
LINETYPE_NON_ACD_IN	Line used for inbound non-ACD calls.	10
LINETYPE_NON_ACD_OUT	Line used for outbound non-ACD calls.	11

ControlFailureCode Values

This table shows the possible ControlFailureCode values.

Table 45: ControlFailureCode Values

FailureCode	Description	Value
CF_GENERIC_UNSPECIFIED	An error has occurred that is not one of the following error types.	0
CF_GENERIC_OPERATION	An operation error occurred (no specific details available).	1

FailureCode	Description	Value
CF_REQUEST_INCOMPATIBLE_WITH_OBJECT	The request is not compatible with the object.	2
CF_VALUE_OUT_OF_RANGE	The parameter has a value that is not in the range defined for the server.	3
CF_OBJECT_NOT_KNOWN	The parameter has a value that is not known to the server.	4
CF_INVALID_CALLING_DEVICE	The calling device is invalid.	5
CF_INVALID_CALLED_DEVICE	The called device is invalid	6
CF_INVALID_FORWARDING_DESTINATION	The forwarding destination device is invalid.	7
CF_PRIVILEGE_VIOLATION_ON_SPECIFIED_DEVICE	The specified device is not authorized for the service.	8
CF_PRIVILEGE_VIOLATION_ON_CALLED_DEVICE	The called device is not authorized for the service.	9
CF_PRIVILEGE_VIOLATION_ON_CALLING_DEVICE	The calling device is not authorized for the service.	10
CF_INVALID_CSTA_CALL_IDENTIFIER	The call identifier is invalid.	11
CF_INVALID_CSTA_DEVICE_IDENTIFIER	The device identifier is invalid.	12
CF_INVALID_CSTA_CONNECTION_IDENTIFIER	The connection identifier is invalid.	13
CF_INVALID_DESTINATION	The request specified a destination that is invalid.	14
CF_INVALID_FEATURE	The request specified a feature that is invalid.	15
CF_INVALID_ALLOCATION_STATE	The request specified an allocation state that is invalid.	16
CF_INVALID_CROSS_REF_ID	The request specified a cross- reference ID that is not in use at this time.	17
CF_INVALID_OBJECT_TYPE	The request specified an invalid object type.	18
CF_SECURITY_VIOLATION	Security error (no specific details available).	19
CF_GENERIC_STATE_INCOMPATIBILITY	The request is not compatible with the condition of a related device.	21
CF_INVALID_OBJECT_STATE	The object is in the incorrect state for the request.	22

FailureCode	Description	Value
CF_INVALID_CONNECTION_ID_FOR_ACTIVE_CALL	The active connection ID in the request is invalid.	23
CF_NO_ACTIVE_CALL	There is no active call for the request.	24
CF_NO_HELD_CALL	There is no held call for the request.	25
CF_NO_CALL_TO_CLEAR	There is no call associated with the given connection ID.	26
CF_NO_CONNECTION_TO_CLEAR	There is no call connection for the given connection ID.	27
CF_NO_CALL_TO_ANSWER	There is no alerting call to be answered.	28
CF_NO_CALL_TO_COMPLETE	There is no active call to be completed.	29
CF_GENERIC_SYSTEM_RESOURCE_AVAILABILITY	The request failed due to lack of system resources (no specific details available).	31
CF_SERVICE_BUSY	The service is temporarily unavailable.	32
CF_RESOURCE_BUSY	An internal resource is busy.	33
CF_RESOURCE_OUT_OF_SERVICE	The service requires a resource that is out of service.	34
CF_NETWORK_BUSY	The server sub-domain is busy.	35
CF_NETWORK_OUT_OF_SERVICE	The server sub-domain is out of service.	36
CF_OVERALL_MONITOR_LIMIT_EXCEEDED	The request would exceed the server's overall resource limits.	37
CF_CONFERENCE_MEMBER_LIMIT_EXCEEDED	The request would exceed the server's limit on the number of conference members.	38
CF_GENERIC_SUBSCRIBED_RESOURCE_AVAILABILITY	The request failed due to lack of purchased or contracted resources (no specific details available).	41
CF_OBJECT_MONITOR_LIMIT_EXCEEDED	The request would exceed the server's specific resource limits.	42
CF_EXTERNAL_TRUNK_LIMIT_EXCEEDED	The request would exceed the limit of external trunks.	43
CF_OUTSTANDING_REQUEST_LIMIT_EXCEEDED	The request would exceed the limit of outstanding requests.	44
CF_GENERIC_PERFORMANCE_MANAGEMENT	The request failed as a performance management mechanism (no specific details available).	51
CF_PERFORMANCE_LIMIT_EXCEEDED	The request failed because a performance management limit was exceeded.	52

FailureCode	Description	Value
CF_SEQUENCE_NUMBER_VIOLATED	The server has detected an error in the sequence number of the operation.	61
CF_TIME_STAMP_VIOLATED	The server has detected an error in the time stamp of the operation.	62
CF_PAC_VIOLATED	The server has detected an error in the PAC of the operation.	63
CF_SEAL_VIOLATED	The server has detected an error in the Seal of the operation.	64
CF_GENERIC_UNSPECIFIED_REJECTION	The request has been rejected (no specific details available).	70
CF_GENERIC_OPERATION_REJECTION	The requested operation has been rejected (no specific details available).	71
CF_DUPLICATE_INVOCATION_REJECTION	The request duplicated another request for the same service.	72
CF_UNRECOGNIZED_OPERATION_REJECTION	The request specified an unrecognized operation.	73
CF_MISTYPED_ARGUMENT_REJECTION	The request contained a parameter of the wrong type for the requested operation.	74
CF_RESOURCE_LIMITATION_REJECTION	The request would have exceeded a resource limitation.	75
CF_ACS_HANDLE_TERMINATION_REJECTION	The request specified an ACS handle that is no longer in use.	76
CF_SERVICE_TERMINATION_REJECTION	The request failed because the required service has been terminated.	77
CF_REQUEST_TIMEOUT_REJECTION	The request failed because a timeout limit was exceeded.	78
CF_REQUESTS_ON_DEVICE_EXCEEDED_REJECTION	The request would have exceeded the limits of the device.	79

Extended Control Failure Codes

FailureCode	Description	Value
CF_INVALID_AGENT_ID_SPECIFIED	The request specified an invalid AgentID.	256
CF_INVALID_PASSWORD_SPECIFIED	The request specified an invalid agent password.	257

FailureCode	Description	Value
CF_INVALID_AGENT_ID_OR_PASSWORD_SPECIFIED	The request specified an invalid AgentID and/or invalid agent password.	258
CF_SPECIFIED_AGENT_ALREADY_SIGNED_ON	The request failed because the specified agent is already logged in.	259
CF_INVALID_LOGON_DEVICE_SPECIFIED	The request specified an invalid logon device.	260
CF_INVALID_ANSWERING_DEVICE_SPECIFIED	The request specified an invalid answering device.	261
CF_INVALID_SKILL_GROUP_SPECIFIED	The request specified an invalid agent skill group.	262
CF_INVALID_CLASS_OF_SERVICE_SPECIFIED	The request specified an invalid class of service.	263
CF_INVALID_TEAM_SPECIFIED	The request specified an invalid team.	264
CF_INVALID_AGENT_WORKMODE	The request specified an invalid agent work mode.	265
CF_INVALID_AGENT_REASON_CODE	The request specified an invalid agent reason code.	266
CF_ADJUNCT_SWITCH_COMM_ERROR	A communication error occurred on the datalink between the Unified CCE and the ACD.	267
CF_AGENT_NOT_PARTY_ON_CALL	The specified agent is not a party on the indicated call.	268
CF_INTERNAL_PROCESSING_ERROR	An internal error occurred in the ACD while processing the request.	269
CF_TAKE_CALL_CONTROL_REJECTION	The ACD refused an Unified CCE request to take control of a call.	270
CF_TAKE_DOMAIN_CONTROL_REJECTION	The ACD refused an Unified CCE request to take control of a domain.	271
CF_REQUESTED_SERVICE_NOT_REGISTERED	The Unified CCE is not registered on the ACD for the requested service.	272
CF_INVALID_CONSULT_TYPE	The consult type is invalid.	273
CF_ANSMAP_OR_ADPARAM_FIELD_NOT_VALID	The Ansmap or Asparam field are not valid.	274
CF_INVALID_CALL_CONTROL_TABLE_SPECIFIED	The call control table is invalid.	275

FailureCode	Description	Value
CF_INVALID_DIGITS_ RNATIMEOUT_AMSDELAY_ OR_COUNTRY		276
CF_ANSWER_DETECT_ PORT_UNAVAILABLE		277
CF_VIRTUAL_AGENT_ UNAVAILABLE		278
CF_TAKEBACK_N_XFER_ ROUTE_END		279
CF_WRAPUP_DATA_REQUIRED		280
CF_REASON_CODE_REQUIRED		281
CF_INVALID_TRUNK_ID_ SPECIFIED		282
CF_SPECIFIED_EXTENSION_ ALREADY_IN_USE		283
CF_ARBITRARY_CONF_OR_ XFER_NOT_SUPPORTED		284
CF_NETWORK_TRANSFER_OR_ CONSULT		285
CF_NETWORK_TRANSFER_OR_ CONSULT_FAILED		286
CF_DEVICE_RESTRICTED		287
CF_LINE_RESTRICTED		288
CF_AGENT_ACCOUNT_ LOCKED_OUT		289
CF_DROP_ANY_PARTY_NOT_ ENABLED_CTI		290
CF_MAXIMUM_LINE_LIMIT_ EXCEEDED		291
CF_SHARED_LINES_NOT_ SUPPORTED		292
CF_EXTENSION_NOT_UNIQUE		293
CF_UNKNOWN_INTERFACE_ CTRLR_ID	The Interface Controller ID is unknown.	1001

FailureCode	Description	Value
CF_INVALID_INTERFACE_CTRLR_TYPE	The Interface Controller type is invalid.	1002
CF_SOFTWARE_REV_NO_SUPPORTED	The current software revision is not supported.	1003
CF_UNKNOWN_PID	The PeripheralID is unknown.	1004
CF_INVALID_TABLE_SPECIFIED	An invalid table was specified.	1005
CF_PD_SERVICE_INACTIVE	The peripheral data service is not active.	1006
CF_UNKNOWN_ROUTING_CLIENT_ID	The RoutingClientID is unknown.	1007
CF_RC_SERVICE_INACTIVATE	The routing client service is not active.	1008
CF_INVALID_DIALED_NUMBER	The dialed number is invalid.	1009
CF_INVALID_PARAMETER	A parameter in the request is invalid.	1010
CF_UNKNOWN_ROUTING_PROBLEM	An unspecified error occurred during routing.	1011
CF_UNSUPPORTED_PD_MESSAGE_REVISION	The requested peripheral data service protocol version is not supported.	1012
CF_UNSUPPORTED_RC_MESSAGE_REVISION	The requested routing client service protocol version is not supported.	1013
CF_UNSUPPORTED_IC_MESSAGE_REVISION	The requested interface controller service protocol version is not supported.	1014
CF_RC_SERVICE_INACTIVATE_PIM	The peripheral interface is not active.	1015
CF_AGENT_GREETING_CONTROL_REQ_FAILURE	This error occurs if AGENT_GREETING_CONTROL_REQ request fails. Notes: All detailed errors are defined as Peripheral Error Codes.	1016

AllocationState Values

This table shows the AllocationState values.

Table 46: AllocationState Values

AllocationState	Description	Value
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ALLOC_CALL_DELIVERED	Connect call to originating device when call is delivered (alerting).	0
ALLOC_CALL_ESTABLISHED	Connect call to originating device when call is established (answered).	1

ForwardType Values

This table shows the ForwardType values.

Table 47: ForwardType Values

ForwardType	Description	Value
FWT_IMMEDIATE	Forward all calls.	0
FWT_BUSY	Forward only when busy.	1
FWT_NO_ANS	Forward after no answer.	2
FWT_BUSY_INT	Forward on busy for internal calls.	3
FWT_BUSY_EXT	Forward on busy for external calls.	4
FWT_NO_ANS_INT	Forward after no answer for internal calls.	5
FWT_NO_ANS_EXT	Forward after no answer for external calls.	6

TypeOfDevice Values

This table shows the TypeOfDevice values.

Table 48: TypeOfDevice Values

TypeOfDevice	Description	Value
DEVT_STATION	A traditional telephone device, consisting of one or more buttons and one or more lines.	0
DEVT_LINE	A communications interface to one or more stations.	1
DEVT_BUTTON	An instance of a call manipulation point at an individual station.	2
DEVT_ACD	A mechanism that distributes calls.	3

TypeOfDevice	Description	Value
DEVT_TRUNK	A device used to access other switching domains.	4
DEVT_OPERATOR	A device that interacts with a call party to assist in call setup or provide other telecommunications service.	5
DEVT_STATION_GROUP	Two or more stations used interchangeably or addressed identically.	16
DEVT_LINE_GROUP	A set of communications interfaces to one or more stations.	17
DEVT_BUTTON_GROUP	Two or more instances of a call manipulation point at an individual station.	18
DEVT_ACD_GROUP	A call distributor device as well as the devices to which it distributes calls.	19
DEVT_TRUNK_GROUP	A set of trunks providing connectivity to the same place. Individual trunks within the group may be used interchangeably.	20
DEVT_OPERATOR_GROUP	Two or more operator devices used interchangeably or addressed identically.	21
DEVT_CTI_PORT_SCCP	A CTI port on a Unified CM device.	22
DEVT_CTI_PORT_SIP	A CTI port on a SIP device.	23
DEVT_OTHER	A device that does not fall into any of the preceding categories.	255

ClassOfDevice Values

This table shows the ClassOfDevice values.

Table 49: ClassOfDevice Values

ClassOfDevice	Description	Value
DEVC_OTHER	A class of device not covered by the following image, data, or voice classes.	10x
DEVC_IMAGE	A device that is used to make digital data calls involving imaging or high speed circuit switched data in general.	20x
DEVC_DATA	A device that is used to make digital data calls (both circuit switched and packet switched).	40x
DEVC_VOICE	A device that is used to make audio calls.	80x

CallPlacementType Values

This table shows the CallPlacementType values.

Table 50: CallPlacementType Values

CallPlacementType	Description	Value
CPT_UNSPECIFIED	Use default call placement.	0
CPT_LINE_CALL	An inside line call.	1
CPT_OUTBOUND	An outbound call.	2
CPT_OUTBOUND_NO_ACCESS_CODE	An outbound call that will not require an access code.	3
CPT_DIRECT_POSITION	A call placed directly to a specific position.	4
CPT_DIRECT_AGENT	A call placed directly to a specific agent.	5
CPT_SUPERVISOR_ASSIST	A call placed to a supervisor for call handling assistance.	6

CallMannerType Values

This table shows the CallMannerType values.

Table 51: CallMannerType Values

CallMannerType	Description	Value
CMT_UNSPECIFIED	Use default call manner.	0
CMT_POLITE	Attempt the call only if the originating device is idle.	1

CMT_BELLIGERENT	This CallManner type is only used with the MAKE_CALL_REQUEST. When an agent in Available state places an outbound call, the Unified CCE system forcibly changes the agent's state to NotReady with the 50006 reason code. The system changes the agent's state back to Available after the call ends or if the call fails to connect. For more details on the reason code, see the the <i>Database Schema Handbook for Cisco Unified ICM/Contact Center Enterprise, Release 12.5(1)</i> at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-technical-reference-list.html	2
CMT_SEMI_POLITE	Attempt the call only if the originating device is idle or is receiving dial tone.	3
CMT_RESERVED	Reserved	4

CallOption Values

This table shows the CallOption values.

Table 52: CallOption Values

CallOption	Description	Value
COPT_UNSPECIFIED	No call options specified, use defaults.	0
COPT_CALLING_AGENT_ONLINE	Attempt the call only if the calling agent is “online” (available to interact with the destination party).	1
COPT_CALLING_AGENT_RESERVED	Obsolete with DMS-100.	2
COPT_CALLING_AGENT_NOT_RESERVED	Obsolete with DMS-100.	3
COPT_CALLING_AGENT_BUZZ_BASE	Obsolete with DMS-100.	4
COPT_CALLING_AGENT_BEEP_HSET	Obsolete with DMS-100.	5
COPT_SERVICE_CIRCUIT_ON	Causes a call classifier to be applied to the call (ACM ECS).	6

ConsultType Values

This table shows the ConsultType values.

Table 53: ConsultType Values

ConsultType	Description	Value
CT_UNSPECIFIED	Default (consult call).	0
CT_TRANSFER	Consult call prior to transfer.	1
CT_CONFERENCE	Consult call prior to conference.	2

FacilityType Values

This table shows the FacilityType values.

Table 54: FacilityType Values

FacilityType	Description	Value
FT_UNSPECIFIED	Use default facility type.	0
FT_TRUNK_GROUP	Facility is a trunk group.	1
FT_SKILL_GROUP	Facility is a skill group or split.	2

AnsweringMachine Values

This table shows the AnsweringMachine values.

Table 55: AnsweringMachine Values

AnsweringMachine	Description	Value
AM_UNSPECIFIED	Use default behavior.	0
AM_CONNECT	Connect call to agent when call is answered by an answering machine.	1
AM_DISCONNECT	Disconnect call when call is answered by an answering machine.	2
AM_NONE	Do not use answering machine detection.	3
AM_NONE_NO_MODEM	Do not use answering machine detection, but disconnect call if answered by a modem.	4

AnsweringMachine	Description	Value
AM_CONNECT_NO_MODEM	Connect call when call is answered by an answering machine, disconnect call if answered by a modem.	5

AnswerDetectMode Values

This table shows the AnswerDetectMode values.

Table 56: AnswerDetectMode Values

AnswerDetectMode	Description	Value
ADM_UNSPECIFIED	Use default behavior.	0
ADM_VOICE_THRESHOLD	Report call answered by an answering machine when initial voice duration exceeds time threshold.	1
ADM_VOICE_END	Report call answered by an answering machine when initial voice segment ends.	2
ADM_VOICE_END_DELAY	Report call answered by an answering machine after a fixed delay following the end of the initial voice segment.	3
ADM_VOICE_AND_BEEP	Report call answered by an answering machine after a beep tone following the end of the initial voice segment (excluding beep tone without any preceding voice).	4
ADM_BEEP	Report call answered by an answering machine after a beep tone following the end of the initial voice segment (including beep tone without any preceding voice).	5

AgentWorkMode Values

This table shows the AgentWorkMode values.

Table 57: AgentWorkMode Values

AgentWorkMode	Description	Value
AWM_UNSPECIFIED	Use default behavior.	0
AWM_AUTO_IN	Agent automatically becomes available after handling a call.	1
AWM_MANUAL_IN	Agent must explicitly indicate availability after handling a call.	2

RA_CALL_BY_CALL	Remote agent Call by Call mode.	3
RA_NAILED_CONNECTION	Remote agent NailedUp mode.	4

DestinationCountry Values

This table shows the DestinationCountry values.

Table 58: DestinationCountry Values

DestinationCountry	Description	Value
DEST_UNSPECIFIED	Unspecified or unknown, use default behavior.	0
DEST_US_AND_CANADA	Call destination is in the United States or Canada.	1

CTI Service Masks

This table shows the CTIService masks.

Table 59: CTI Service Masks

MaskName	Description
CTI_SERVICE_DEBUG	Causes all messages exchanged to be written to a log file for later analysis.
CTI_SERVICE_CLIENT_EVENTS	Client receives call and agent state events from the ACD phone.
CTI_SERVICE_CALL_DATA_UPDATE	Client may modify call data.
CTI_SERVICE_CLIENT_CONTROL	Client may control calls and agents.
CTI_SERVICE_CONNECTION_MONITOR	Establishment and termination of connections. Alarm events to be generated.
CTI_SERVICE_ALL_EVENTS	Client receives all call and agent state events (from the ACD phone).
CTI_SERVICE_PERIPHERAL_MONITOR	Client may dynamically add and remove peripheral devices. receive call and agent state events.
CTI_SERVICE_CLIENT_MONITOR	Client receives notification of call events, call closed, and may monitor the call.
CTI_SERVICE_SUPERVISOR	Client may request supervisory control.
CTI_SERVICE_SERVER	Client identify itself as server.

MaskName	Description
CTI_SERVICE_AGENT_REPORTING	Client may reporting/ro messages.
CTI_SERVICE_ALL_TASK_EVENTS	Client receives all task
CTI_SERVICE_TASK_MONITOR	Client receives monitor
CTI_AGENT_STATE_CONTROL_ONLY	Client can change agent for CTI_SERVICE_CI indicate that only agent
Unused	
CTI_DEVICE_STATE_CONTROL	The client/server wishe
CTI_SERVICE_UPDATE_EVENTS	Requests that this clien
CTI_SERVICE_IGNORE_DUPLICATE_AGENT_EVENTS	Request to suppress dup
CTI_SERVICE_IGNORE_CONF	Do not send confirmati
CTI_SERVICE_ACD_LINE_ONLY	Request that events for
CONFIG_MSG_AGENT_SERVICE_MASK	Request the config deta

Disposition Code Values

This table shows the Disposition Code values.

Table 60: Disposition Code Values

Disposition Code	Meaning
1	Abandoned in Network
2	Abandoned in Local Queue
3	Abandoned Ring
4	Abandoned Delay
5	Abandoned Interflow
6	Abandoned Agent Terminal
7	Short
8	Busy
9	Forced Busy
10	Disconnect/drop no answer

11	Disconnect/drop busy
12	Disconnect/drop reorder
13	Disconnect/drop handled primary route
14	Disconnect/drop handled other
15	Redirected
16	Cut Through
17	Intraflow
18	Interflow
19	Ring No Answer
20	Intercept reorder
21	Intercept denial
22	Time Out
23	Voice Energy
24	Non-classified Energy Detected
25	No Cut Through
26	U-Abort
27	Failed Software
28	Blind Transfer
29	Announced Transfer
30	Conferenced
31	Duplicate Transfer
32	Unmonitored Device
33	Answering Machine
34	Network Blind Transfer
35	Task Abandoned in Router
36	Task Abandoned Before Offered
37	Task Abandoned While Offered
38	Normal End Task
39	Can't Obtain Task ID

40	Agent Logged Out During Task
41	Maximum Task Lifetime Exceeded
42	Application Path Went Down
43	Unified CCE Routing Complete
44	Unified CCE Routing Disabled
45	Application Invalid MRD ID
46	Application Invalid Dialogue ID
47	Application Duplicate Dialogue ID
48	Application Invalid Invoke ID
49	Application Invalid Script Selector
50	Application Terminate Dialogue
51	Task Ended During Application Init
52	Called Party Disconnected
53	Partial Call
54	Drop Network Consult
55	Network Consult Transfer
57	Abandon Network Consult
58	Router Requery Before Answer
59	Router Requery After Answer
60	Network Error
61	Network Error Before Answer
62	Network Error After Answer
63	Task Transfer
64	Application Disconnected
65	Task Transferred on Agent Logout

Agent Service Request Masks

This table shows the Agent Service Request masks.

Table 61: Agent Service Request Masks

DestinationCountry	Description	Value
OUTBOUND_SUPPORT	The agent login can support outbound feature.	0x1

Silent Monitor Status Values

This table shows the Silent Monitor Status Values.

Table 62: Silent Monitor Status Values

DestinationCountry	Description	Value
SILENT_MONITOR_NONE	Normal call (non-silent monitor call).	0
SILENT_MONITOR_INITIATOR	Initiator of silent monitor call.	1
SILENT_MONITOR_TARGET	Monitor target of silent monitor call.	2

Agent Internal States Message Values

This table shows the Agent's Internal States and their Message Values.

Table 63: Agent's Internal States and their Status Values

State Name	Description	Value
AGENT_STATE_LOGIN	The agent has logged on to the ACD. It does not necessarily indicate that the agent is ready to accept calls.	0
AGENT_STATE_LOGOUT	The agent has logged out of the ACD and cannot accept any additional calls.	1
AGENT_STATE_NOT_READY	The agent is unavailable for any call work.	2
AGENT_STATE_AVAILABLE	The agent is ready to accept a call.	3
AGENT_STATE_TALKING	The agent is currently talking on a call (inbound, outbound, or inside).	4
AGENT_STATE_WORK_NOT_READY	The agent is performing after call work, but will not be ready to receive a call when completed.	5
AGENT_STATE_WORK_READY	The agent is performing after call work, but will be ready to receive a call when completed.	6
AGENT_STATE_BUSY_OTHER	The agent is busy performing a task associated with another active SkillGroup.	7

AGENT_STATE_ACTIVE	The agent state is currently active.	11
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TaskState Values

This table shows the TaskState values that may appear in SNAPSHOT_TASK_RESP messages.

Table 64: TaskState Values

State Name	Description	Value
TASK_STATE_PRE_CALL	Pre Call Message has been sent to client.	0
TASK_STATE_ACTIVE	Task is actively being worked on; Start Task has been received for this task.	1
TASK_STATE_WRAPUP	Wrap up task has been received for this task.	2
TASK_STATE_PAUSED	Task is paused; Pause Task has been received for this task.	3
TASK_STATE_OFFERED	Offer Task has been received for this task.	4
ASK_STATE_INTERRUPTED	Task is interrupted; Agent Interrupt Accepted Ind is received.	5
TASK_STATE_NOT_READY	Not used.	6
TASK_STATE_LOGGED_OUT	Task is terminated.	7

