



Constants and Status Codes

- [In this chapter, on page 2](#)
- [Failure Indication Message Status Codes, on page 3](#)
- [SystemEventID Values, on page 9](#)
- [Special Values, on page 11](#)
- [Tag Values, on page 11](#)
- [AgentState Values, on page 26](#)
- [PGStatusCode Values, on page 27](#)
- [PeripheralType Values, on page 28](#)
- [LocalConnectionState Values, on page 29](#)
- [EventCause Values, on page 30](#)
- [DeviceIDType Values, on page 34](#)
- [CallType Values, on page 35](#)
- [ConnectionDeviceIDType Values, on page 37](#)
- [LineType Values, on page 38](#)
- [ControlFailureCode Values, on page 39](#)
- [AllocationState Values, on page 45](#)
- [ForwardType Values, on page 46](#)
- [TypeOfDevice Values, on page 46](#)
- [ClassOfDevice Values, on page 47](#)
- [CallPlacementType Values, on page 48](#)
- [CallMannerType Values, on page 48](#)
- [CallOption Values, on page 49](#)
- [ConsultType Values, on page 50](#)
- [FacilityType Values, on page 50](#)
- [AnsweringMachine Values, on page 50](#)
- [AnswerDetectMode Values, on page 51](#)
- [AgentWorkMode Values, on page 52](#)
- [DestinationCountry Values, on page 52](#)
- [CTI Service Masks, on page 53](#)
- [Disposition Code Values, on page 54](#)
- [Agent Service Request Masks, on page 57](#)
- [Silent Monitor Status Values, on page 57](#)
- [Agent Internal States Message Values, on page 57](#)

- TaskState Values, on page 58
- In this chapter, on page 59
- Failure Indication Message Status Codes, on page 59
- SystemEventID Values, on page 66
- Special Values, on page 67
- Tag Values, on page 68
- AgentState Values, on page 82
- PGStatusCode Values, on page 84
- PeripheralType Values, on page 84
- LocalConnectionState Values, on page 86
- EventCause Values, on page 86
- DeviceIDType Values, on page 91
- CallType Values, on page 92
- ConnectionDeviceIDType Values, on page 94
- LineType Values, on page 94
- ControlFailureCode Values, on page 95
- AllocationState Values, on page 102
- ForwardType Values, on page 102
- TypeOfDevice Values, on page 103
- ClassOfDevice Values, on page 104
- CallPlacementType Values, on page 104
- CallMannerType Values, on page 105
- CallOption Values, on page 106
- ConsultType Values, on page 107
- FacilityType Values, on page 107
- AnsweringMachine Values, on page 107
- AnswerDetectMode Values, on page 108
- AgentWorkMode Values, on page 109
- DestinationCountry Values, on page 109
- CTI Service Masks, on page 109
- Disposition Code Values, on page 111
- Agent Service Request Masks, on page 114
- Silent Monitor Status Values, on page 114
- Agent Internal States Message Values, on page 114
- TaskState Values, on page 115

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	Value
E_CTI_NO_ERROR	No error occurred.	0
E_CTI_INVALID_VERSION	The CTI Server does not support the protocol version number requested by the CTI client.	1
E_CTI_INVALID_MESSAGE_LENGTH	A message with an invalid message length field was received.	2
E_CTI_INVALID_FIELD_TAG	A message with an invalid floating field tag was received.	3
E_CTI_SESSION_NOT_OPEN	No session is currently open on the connection.	4
E_CTI_SESSION_ALREADY_OPEN	A session is already open on the connection.	5
E_CTI_REQUIRED_DATA_MISSING	The request did not include one or more floating items that are required.	6
E_CTI_INVALID_PERIPHERAL_ID	A message with an invalid PeripheralID value was received.	7
E_CTI_INVALID_AGENT_DATA	The provided agent data item(s) are invalid.	8
E_CTI_AGENT_NOT_LOGGED_ON	The indicated agent is not currently logged on.	9
E_CTI_DEVICE_IN_USE	The indicated agent teleset is already associated with a different CTI client.	10
E_CTI_NEW_SESSION_OPENED	This session is being terminated due to a new session open request from the client.	11
E_CTI_FUNCTION_NOT_AVAILABLE	A request message was received for a function or service that was not granted to the client.	12

Status Code	Description	Value
E_CTI_INVALID_CALLID	A request message was received with an invalid CallID value.	13
E_CTI_PROTECTED_VARIABLE	The CTI client may not update the requested variable.	14
E_CTI_CTI_SERVER_OFFLINE	The CTI Server is not able to function normally. The CTI client should close the session upon receipt of this error.	15
E_CTI_TIMEOUT	The CTI Server failed to respond to a request message within the time-out period, or no messages have been received from the CTI client within the IdleTimeout period.	16
E_CTI_UNSPECIFIED_FAILURE	An unspecified error occurred.	17
E_CTI_INVALID_TIMEOUT	The IdleTimeout field contains a value that is less than 20 seconds (4 times the minimum heartbeat interval of 5 seconds).	18
E_CTI_INVALID_SERVICE_MASK	The ServicesRequested field has unused bits set. All unused bit positions must be zero.	19
E_CTI_INVALID_CALL_MSG_MASK	The CallMsgMask field has unused bits set. All unused bit positions must be zero.	20
E_CTI_INVALID_AGENT_STATE_MASK	The AgentStateMask field has unused bits set. All unused bit positions must be zero.	21
E_CTI_INVALID_RESERVED_FIELD	A Reserved field has a non-zero value.	22
E_CTI_INVALID_FIELD_LENGTH	A floating field exceeds the allowable length for that field type.	23
E_CTI_INVALID_DIGITS	A STRING field contains characters that are not digits (“0” through “9”).	24
E_CTI_BAD_MESSAGE_FORMAT	The message is improperly constructed. This may be caused by omitted or incorrectly sized fixed message fields.	25

Status Code	Description	Value
E_CTI_INVALID_TAG_FOR_MSG_TYPE	A floating field tag is present that specifies a field that does not belong in this message type.	26
E_CTI_INVALID_DEVICE_ID_TYPE	A DeviceIDType field contains a value that is not in DeviceIDType Values, on page 34 .	27
E_CTI_INVALID_LCL_CONN_STATE	A LocalConnectionState field contains a value that is not in LocalConnectionState Values, on page 29 .	28
E_CTI_INVALID_EVENT_CAUSE	An EventCause field contains a value that is not in EventCause Values, on page 30 .	29
E_CTI_INVALID_NUM_PARTIES	The NumParties field contains a value that exceeds the maximum (16).	30
E_CTI_INVALID_SYS_EVENT_ID	The SystemEventID field contains a value that is not in SystemEventID Values, on page 9 .	31
E_CTI_INCONSISTENT_AGENT_DATA	The provided agent extension, agent id, and/or agent instrument values are inconsistent with each other.	32
E_CTI_INVALID_CONNECTION_ID_TYPE	A ConnectionDeviceIDType field contains a value that is not in ConnectionDeviceIDType Values, on page 37 .	33
E_CTI_INVALID_CALL_TYPE	The CallType field contains a value that is not in CallType Values, on page 35 .	34
E_CTI_NOT_CALL_PARTY	A CallDataUpdate or Release Call request specified a call that the client is not a party to.	35
E_CTI_INVALID_PASSWORD	The ClientID and Client Password provided in an OPEN_REQ message is incorrect.	36
E_CTI_CLIENT_DISCONNECTED	The client TCP/IP connection was disconnected without a CLOSE_REQ.	37

Status Code	Description	Value
E_CTI_INVALID_OBJECT_STATE	An invalid object state value was provided.	38
E_CTI_INVALID_NUM_SKILL_GROUPS	An invalid NumSkillGroups value was provided.	39
E_CTI_INVALID_NUM_LINES	An invalid NumLines value was provided.	40
E_CTI_INVALID_LINE_TYPE	An invalid LineType value was provided.	41
E_CTI_INVALID_ALLOCATION_STATE	An invalid AllocationState value was provided.	42
E_CTI_INVALID_ANSWERING_MACHINE	An invalid AnsweringMachine value was provided.	43
E_CTI_INVALID_CALL_MANNER_TYPE	An invalid CallMannerType value was provided.	44
E_CTI_INVALID_CALL_PLACEMENT_TYPE	An invalid CallPlacementType value was provided.	45
E_CTI_INVALID_CONSULT_TYPE	An invalid ConsultType value was provided.	46
E_CTI_INVALID_FACILITY_TYPE	An invalid FacilityType value was provided.	47
E_CTI_INVALID_MSG_TYPE_FOR_VERSION	The provided MessageType is invalid for the opened protocol version.	48
E_CTI_INVALID_TAG_FOR_VERSION	A floating field tag value is invalid for the opened protocol version.	49
E_CTI_INVALID_AGENT_WORK_MODE	An invalid AgentWorkMode value was provided.	50
E_CTI_INVALID_CALL_OPTION	An invalid call option value was provided.	51
E_CTI_INVALID_DESTINATION_COUNTRY	An invalid destination country value was provided.	52
E_CTI_INVALID_ANSWER_DETECT_MODE	An invalid answer detect mode value was provided.	53
E_CTI_MUTUALLY_EXCLUS_DEVICEID_TYPES	A peripheral monitor request may not specify both a call and a device.	54

Status Code	Description	Value
E_CTI_INVALID_MONITORID	An invalid monitorID value was provided.	55
E_CTI_SESSION_MONITOR_ALREADY_EXISTS	A requested session monitor was already created.	56
E_CTI_SESSION_MONITOR_IS_CLIENTS	A client may not monitor its own session.	57
E_CTI_INVALID_CALL_CONTROL_MASK	An invalid call control mask value was provided.	58
E_CTI_INVALID_FEATURE_MASK	An invalid feature mask value was provided.	59
E_CTI_INVALID_TRANSFER_CONFERENCE_SETUP_MASK	An invalid transfer conference setup mask value was provided.	60
E_CTI_INVALID_ARRAY_INDEX	An invalid named array index value was provided.	61
E_CTI_INVALID_CHARACTER	An invalid character value was provided.	62
E_CTI_CLIENT_NOT_FOUND	There is no open session with a matching ClientID.	63
E_CTI_SUPERVISOR_NOT_FOUND	The agent's supervisor is unknown or does not have an open CTI session.	64
E_CTI_TEAM_NOT_FOUND	The agent is not a member of an agent team.	65
E_CTI_NO_CALL_ACTIVE	The specified agent does not have an active call.	66
E_CTI_NAMED_VARIABLE_NOT_CONFIGURED	The specified named variable is not configured in the Unified CCE.	67
E_CTI_NAMED_ARRAY_NOT_CONFIGURED	The specified named array is not configured in the Unified CCE.	68
E_CTI_INVALID_CALL_VARIABLE_MASK	The specified call variable mask is not valid.	69
E_CTI_ELEMENT_NOT_FOUND	An internal error occurred manipulating a named variable or named array element.	70
E_CTI_INVALID_DISTRIBUTION_TYPE	The specified distribution type is invalid.	71

Status Code	Description	Value
E_CTI_INVALID_SKILL_GROUP	The specified skill group is invalid.	72
E_CTI_TOO_MUCH_DATA	The total combined size of named variables and named arrays may not exceed the limit of 2000 bytes.	73
E_CTI_VALUE_TOO_LONG	The value of the specified named variable or named array element exceeds the maximum permissible length.	74
E_CTI_SCALAR_FUNCTION_ON_ARRAY	A NamedArray was specified with a NamedVariable tag.	75
E_CTI_ARRAY_FUNCTION_ON_SCALAR	A NamedVariable was specified with a NamedArray tag.	76
E_CTI_INVALID_NUM_NAMED_VARIABLES	The value in the NumNamedVariables field is different than the number of NamedVariable floating fields in the message.	77
E_CTI_INVALID_NUM_NAMED_ARRAYS	The value in the NumNamedArrays field is different than the number of NamedArray floating fields in the message.	78
E_CTI_INVALID_RTP_DIRECTION	The RTP direction value is invalid.	79
E_CTI_INVALID_RTP_TYPE	The RTP type value is invalid.	80
E_CTI_CALLED_PARTY_DISPOSITION	The called party disposition is invalid.	81
E_CTI_INVALID_SUPERVISORY_ACTION	The supervisory action is invalid.	82
E_CTI_AGENT_TEAM_MONITOR_ALREADY_EXISTS	The agent team monitor already exists.	83
E_CTI_INVALID_SERVICE	The ServiceNumber or ServiceID value is invalid.	84
E_CTI_SERVICE_CONFLICT	The ServiceNumber and ServiceID values given represent different services.	85

Status Code	Description	Value
E_CTI_SKILL_GROUP_CONFLICT	The SkillGroupNumber/SkillGroupPriority and SkillGroupID values given represent different skill groups.	86
E_CTI_INVALID_DEVICE	The specified device is invalid.	87
E_CTI_INVALID_MR_DOMAIN	Media Routing Domain is invalid.	88
E_CTI_MONITOR_ALREADY_EXISTS	Monitor already exists.	89
E_CTI_MONITOR_TERMINATED	Monitor has terminated.	90
E_CTI_INVALID_TASK_MSG_MASK	The task msg mask is invalid.	91
E_CTI_SERVER_NOT_MASTER	The server is a standby server.	92
E_CTI_INVALID_CSD	The CSD Specified is invalid (Unified CCX Only).	93
E_CTI_JTAPI_CCM_PROBLEM	Indicates a JTAPI or Unified CM problem.	94
E_INVALID_CONFIG_MSG_MASK	Indicates a bad config mask in OPEN_REQ.	95
E_CTI_AUTO_CONFIG_RESET	Indicates a configuration change (Unified CCX only).	96
E_CTI_INVALID_MONITOR_STATUS	Indicates an invalid monitor.	97
E_CTI_INVALID_REQUEST_TYPE	Indicates an invalid request ID type.	98

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

SystemEventID	Description	Value
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
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 teletest 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	Value
CLIENT_ID_TAG	OPEN_REQ	1

Floating Field Tag	Using Messages	Value
CLIENT_PASSWORD_TAG	OPEN_REQ	2
CLIENT_SIGNATURE_TAG	OPEN_REQ, AGENT_STATE_EVENT	3
AGENT_EXTENSION_TAG	OPEN_REQ, OPEN_CONF, AGENT_STATE_EVENT	4
AGENT_ID_TAG	OPEN_REQ, OPEN_CONF, AGENT_STATE_EVENT, SET_AGENT_STATE_EVENT	5
AGENT_INSTRUMENT_TAG	OPEN_REQ, OPEN_CONF, AGENT_STATE_EVENT, QUERY_AGENT_STATE_REQ, SET_AGENT_STATE_REQ, MAKE_CALL_REQ	6
TEXT_TAG	SYSTEM_EVENT, CLIENT_EVENT_REPORT_REQ, AGENT_TASKS_END_EVENT	7
ANI_TAG	BEGIN_CALL_EVENT, CALL_ DATA_UPDATE_EVENT, CALL_ TRANSLATION_ROUTE_EVENT, SNAPSHOT_CALL_CONF	8
UUI_TAG	BEGIN_CALL_EVENT, CALL_DATA_UPDATE_EVENT, CALL_TRANSLATION_ROUTE_ EVENT, CONSULTATION_ CALL_REQ, MAKE_CALL_REQ, TRANSFER_CALL_REQ, SNAPSHOT_CALL_CONF	9
DNIS_TAG	BEGIN_CALL_EVENT, CALL_ DATA_UPDATE_EVENT, CALL_ TRANSLATION_ROUTE_ EVENT, SNAPSHOT_CALL_ CONF	10
DIALED_NUMBER_TAG	BEGIN_CALL_EVENT, CALL_DATA_UPDATE_EVENT, CALL_TRANSLATION_ROUTE_ EVENT, CONSULTATION_ CALL_REQ, MAKE_CALL_REQ, TRANSFER_CALL_REQ, SNAPSHOT_CALL_CONF	11

Floating Field Tag	Using Messages	Value
CED_TAG	BEGIN_CALL_EVENT, CALL_DATA_UPDATE_EVENT, CALL_TRANSLATION_ROUTE_EVENT, SNAPSHOT_CALL_CONF	12
CALL_VAR_1_TAG through CALL_VAR_10_TAG	BEGIN_CALL_EVENT, CALL_DATA_UPDATE_EVENT, CALL_TRANSLATION_ROUTE_EVENT, CONSULTATION_CALL_REQ, MAKE_CALL_REQ, TRANSFER_CALL_REQ, SNAPSHOT_CALL_CONF, SNAPSHOT_TASK_RESP, SNAPSHOT_TASK_EVENT	13-22
CTI_CLIENT_SIGNATURE_TAG	BEGIN_CALL_EVENT, CALL_DATA_UPDATE_EVENT, SNAPSHOT_CALL_CONF	23
CTI_CLIENT_TIMESTAMP_TAG	BEGIN_CALL_EVENT, CALL_DATA_UPDATE_EVENT, SNAPSHOT_CALL_CONF	24
CONNECTION_DEVID_TAG	Any CALL EVENT message, most CLIENT CONTROL messages.	25
ALERTING_DEVID_TAG	CALL_DELIVERED_EVENT	26
CALLING_DEVID_TAG	CALL_DELIVERED_EVENT, CALL_ESTABLISHED_EVENT, CALL_ORIGINATED_EVENT, CALL_SERVICE_INITIATED_EVENT, CALL_QUEUED_EVENT, SET_DEVICE_ATTRIBUTES_REQ	27
CALLED_DEVID_TAG	CALL_DELIVERED_EVENT, CALL_ESTABLISHED_EVENT, CALL_ORIGINATED_EVENT, CALL_QUEUED_EVENT,	28
LAST_REDIRECT_DEVID_TAG	CALL_DELIVERED_EVENT, CALL_ESTABLISHED_EVENT, CALL_QUEUED_EVENT	29
ANSWERING_DEVID_TAG	CALL_ESTABLISHED_EVENT	30
HOLDING_DEVID_TAG	CALL_HELD_EVENT	31
RETRIEVING_DEVID_TAG	CALL_RETRIEVED_EVENT	32

Floating Field Tag	Using Messages	Value
RELEASING_DEVID_TAG	CALL_CONNECTION_CLEARED_EVENT	33
FAILING_DEVID_TAG	CALL_FAILED_EVENT	34
PRIMARY_DEVID_TAG	CALL_CONFERENCED_EVENT, CALL_TRANSFERRED_EVENT	35
SECONDARY_DEVID_TAG	CALL_CONFERENCED_EVENT, CALL_TRANSFERRED_EVENT	36
CONTROLLER_DEVID_TAG	CALL_CONFERENCED_EVENT	37
ADDED_PARTY_DEVID_TAG	CALL_CONFERENCED_EVENT	38
PARTY_CALLID_TAG	CALL_CONFERENCED_EVENT, CALL_TRANSFERRED_EVENT, CONFERENCE_CALL_CONF, TRANSFER_CALL_CONF	39
PARTY_DEVID_TYPE_TAG	CALL_CONFERENCED_EVENT, CALL_TRANSFERRED_EVENT, CONFERENCE_CALL_CONF, TRANSFER_CALL_CONF	40
PARTY_DEVID_TAG	CALL_CONFERENCED_EVENT, CALL_TRANSFERRED_EVENT, CONFERENCE_CALL_CONF, TRANSFER_CALL_CONF	41
TRANSFERRING_DEVID_TAG	CALL_TRANSFERRED_EVENT	42
TRANSFERRED_DEVID_TAG	CALL_TRANSFERRED_EVENT	43
DIVERTING_DEVID_TAG	CALL_DIVERTED_EVENT	44
QUEUE_DEVID_TAG	CALL_QUEUED_EVENT	45
CALL_WRAPUP_DATA_TAG	BEGIN_CALL_EVENT, CALL_DATA_UPDATE_EVENT, SET_CALL_DATA_REQ, CONSULTATION_CALL_REQ, MAKE_CALL_REQ, TRANSFER_CALL_REQ, SNAPSHOT_CALL_CONF	46
NEW_CONNECTION_DEVID_TAG	CALL_DATA_UPDATE_EVENT, CONFERENCE_CALL_CONF, CONSULTATION_CALL_CONF, MAKE_CALL_CONF, TRANSFER_CALL_CONF	47

Floating Field Tag	Using Messages	Value
TRUNK_USED_DEVID_TAG	CALL_REACHED_NETWORK_EVENT	48
AGENT_PASSWORD_TAG	SET_AGENT_STATE_REQ	49
ACTIVE_CONN_DEVID_TAG	ALTERNATE_CALL_REQ, CONFERENCE_CALL_REQ, CONSULTATION_CALL_REQ, RECONNECT_CALL_REQ, TRANSFER_CALL_REQ	50
FACILITY_CODE_TAG	CONSULTATION_CALL_REQ, MAKE_CALL_REQ, TRANSFER_CALL_REQ	51
OTHER_CONN_DEVID_TAG	ALTERNATE_CALL_REQ	52
HELD_CONN_DEVID_TAG	CONFERENCE_CALL_REQ, RECONNECT_CALL_REQ, RETRIEVE_CALL_REQ, TRANSFER_CALL_REQ	53
(reserved)		54-55
CALL_CONN_CALLID_TAG	SNAPSHOT_CALL_CONF, SNAPSHOT_DEVICE_CONF	56
CALL_CONN_DEVID_TYPE_TAG	SNAPSHOT_CALL_CONF, SNAPSHOT_DEVICE_CONF	57
CALL_CONN_DEVID_TAG	SNAPSHOT_CALL_CONF, SNAPSHOT_DEVICE_CONF	58
CALL_DEVID_TYPE_TAG	SNAPSHOT_CALL_CONF	59
CALL_DEVID_TAG	SNAPSHOT_CALL_CONF	60
CALL_DEV_CONN_STATE_TAG	SNAPSHOT_CALL_CONF	61
SKILL_GROUP_NUMBER_TAG	CALL_QUEUED_EVENT, CALL_DEQUEUED_EVENT, QUERY_AGENT_STATE_CONF	62
SKILL_GROUP_ID_TAG	CALL_QUEUED_EVENT, CALL_DEQUEUED_EVENT, QUERY_AGENT_STATE_CONF	63
SKILL_GROUP_PRIORITY_TAG	CALL_QUEUED_EVENT, CALL_DEQUEUED_EVENT, QUERY_AGENT_STATE_CONF	64
SKILL_GROUP_STATE_TAG	QUERY_AGENT_STATE_CONF	65

Floating Field Tag	Using Messages	Value
OBJECT_NAME_TAG	CLIENT_EVENT_REPORT	66
DTMF_STRING_TAG	SEND_DTMF_SIGNAL_REQ	67
POSITION_ID_TAG	SET_AGENT_STATE_REQ	68
SUPERVISOR_ID_TAG	SET_AGENT_STATE_REQ	69
LINE_HANDLE_TAG	QUERY_DEVICE_INFO_CONF	70
LINE_TYPE_TAG	QUERY_DEVICE_INFO_CONF	71
ROUTER_CALL_KEY_ DAY_TAG	BEGIN_CALL_EVENT, CALL_ DATA_UPDATE_EVENT, CALL_ TRANSLATION_ROUTE_EVENT, SNAPSHOT_CALL_CONF	72
ROUTER_CALL_KEY_ CALLID_TAG	BEGIN_CALL_EVENT, CALL_ DATA_UPDATE_EVENT, CALL_ TRANSLATION_ROUTE_EVENT, SNAPSHOT_CALL_CONF	73
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	110
(reserved)		74
CALL_STATE_TAG	SNAPSHOT_DEVICE_CONF	75
MONITORED_DEVID_TAG	MONITOR_START_REQ	76
AUTHORIZATION_CODE_TAG	CONFERENCE_CALL_REQ, CONSULTATION_CALL_REQ, MAKE_CALL_REQ, MAKE_PREDICTIVE_CALL_REQ, TRANSFER_CALL_REQ	77
ACCOUNT_CODE_TAG	CONFERENCE_CALL_REQ, CONSULTATION_CALL_REQ, MAKE_CALL_REQ, MAKE_PREDICTIVE_CALL_REQ, TRANSFER_CALL_REQ	78
ORIGINATING_DEVID_TAG	MAKE_PREDICTIVE_CALL_REQ	79
ORIGINATING_LINE_ID_TAG	MAKE_PREDICTIVE_CALL_REQ	80

Floating Field Tag	Using Messages	Value
CLIENT_ADDRESS_TAG	CLIENT_SESSION_OPENED_EVENT, CLIENT_SESSION_CLOSED_EVENT	81
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_VARIABLES_REQ, SNAPSHOT_TASK_RESP, SNAPSHOT_TASK_EVENT	82
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_VARIABLES_REQ, SNAPSHOT_TASK_RESP, SNAPSHOT_TASK_EVENT	83
CALL_CONTROL_TABLE_TAG	MAKE_CALL_REQ, MAKE_PREDICTIVE_CALL_REQ,	84
SUPERVISOR_INSTRUMENT_TAG	SUPERVISE_CALL_REQ	85
ATC_AGENT_ID_TAG	AGENT_TEAM_CONFIG_EVENT	86
AGENT_FLAGS_TAG	AGENT_TEAM_CONFIG_EVENT	87
ATC_AGENT_STATE_TAG	AGENT_TEAM_CONFIG_EVENT	88
ATC_STATE_DURATION_TAG	AGENT_TEAM_CONFIG_EVENT	89
AGENT_CONNECTION_DEVID_TAG	SUPERVISE_CALL_REQ	90

Floating Field Tag	Using Messages	Value
SUPERVISOR_CONNECTION_DEVID_TAG	SUPERVISE_CALL_REQ,	91
LIST_TEAM_ID_TAG	LIST_AGENT_TEAM_CONF	92
DEFAULT_DEVICE_PORT_ADDRESS_TAG	AGENT_DESK_SETTINGS_CONF	93
SERVICE_NAME_TAG	REGISTER_SERVICE_REQ	94
CUSTOMER_PHONE_NUMBER_TAG	SET_CALL_DATA_REQ, CALL_DATA_UPDATE_EVENT	95
CUSTOMER_ACCOUNT_NUMBER_TAG	SET_CALL_DATA_REQ, CALL_DATA_UPDATE_EVENT	96
APP_PATH_ID_TAG	OPEN_REQ	97
SCRIPT_SELECTOR_TAG	SNAPSHOT_TASK_RESP, SNAPSHOT_TASK_EVENT	99
APPLICATION_STRING1_TAG	SNAPSHOT_TASK_RESP, SNAPSHOT_TASK_EVENT	100
APPLICATION_STRING2_TAG	SNAPSHOT_TASK_RESP, SNAPSHOT_TASK_EVENT	101
ROUWER_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	110
TRUNK_NUMBER_TAG	CALL_DELIVERED_EVENT, CALL_ESTABLISHED_EVENT, CALL_REACHED_NETWORK_EVENT	121
TRUNK_GROUP_NUMBER_TAG	CALL_DELIVERED_EVENT, CALL_ESTABLISHED_EVENT, CALL_REACHED_NETWORK_EVENT	122
EXT_AGENT_STATE_TAG	AGENT_STATE_EVENT	123
DEQUEUE_TYPE_TAG	CALL_DEQUEUED_EVENT	124
SENDING_ADDRESS_TAG	RTP_STARTED_EVENT, RTP_STOPPED_EVENT	125
SENDING_PORT_TAG	RTP_STARTED_EVENT RTP_STOPPED_EVENT	126

Floating Field Tag	Using Messages	Value
Unused		127-128
MAX_QUEUED_TAG	CONFIG_SERVICE_EVENT, CONFIG_DEVICE_EVENT	129
QUEUE_ID_TAG	QUEUE_UPDATED_EVENT	130
CUSTOMER_ID_TAG	CONFIG_REQUEST_EVENT	131
SERVICE_SKILL_TARGET_ID_TAG	CONFIG_SERVICE_EVENT	132
PERIPHERAL_NAME_TAG	CONFIG_SERVICE_EVENT, CONFIG_SKILL_GROUP_EVENT, CONFIG_AGENT_EVENT, CONFIG_DIALED_NUMBER_EVENT	133
DESCRIPTION_TAG	CONFIG_SERVICE_EVENT, CONFIG_SKILL_GROUP_EVENT, CONFIG_AGENT_EVENT, CONFIG_DIALED_NUMBER_EVENT CONFIG_MRD_EVENT	134
SERVICE_MEMBER_ID_TAG	CONFIG_SKILL_GROUP_EVENT	135
SERVICE_MEMBER_PRIORITY_TAG	CONFIG_SKILL_GROUP_EVENT	136
FIRST_NAME_TAG	CONFIG_AGENT_EVENT	137
LAST_NAME_TAG	CONFIG_AGENT_EVENT	138
SKILL_GROUP_TAG	CONFIG_AGENT_EVENT	139
AGENT_SKILL_TARGET_ID_TAG	CONFIG_AGENT_EVENT	141
SERVICE_TAG	CONFIG_DIALED_NUMBER_EVENT	142
Reserved		143-149
DURATION_TAG	AGENT_STATE_EVENT	150
Reserved		151-172
EXTENSION_TAG	CONFIG_SKILL_GROUP_EVENT, CONFIG_SERVICE_EVENT, CONFIG_AGENT_EVENT, CONFIG_DEVICE_EVENT	173

Floating Field Tag	Using Messages	Value
SERVICE_LEVEL_THRESHOLD_TAG	CONFIG_SERVICE_EVENT	174
SERVICE_LEVEL_TYPE_TAG	CONFIG_SERVICE_EVENT	175
CONFIG_PARAM_TAG	CONFIG_SKILL_GROUP_EVENT, CONFIG_SERVICE_EVENT	176
SERVICE_CONFIG_KEY_TAG	CONFIG_KEY_EVENT, CONFIG_BEGIN_EVENT	177
SKILL_GROUP_CONFIG_KEY_TAG	CONFIG_KEY_EVENT, CONFIG_BEGIN_EVENT	178
AGENT_CONFIG_KEY_TAG	CONFIG_KEY_EVENT, CONFIG_BEGIN_EVENT	179
DEVICE_CONFIG_KEY_TAG	CONFIG_KEY_EVENT, CONFIG_BEGIN_EVENT	180
Unused		181-182
RECORD_TYPE_TAG	CONFIG_AGENT_EVENT, CONFIG_DEVICE_EVENT, CONFIG_SERVICE_EVENT, CONFIG_SKILL_GROUP_EVENT	183
PERIPHERAL_NUMBER_TAG	CONFIG_AGENT_EVENT, CONFIG_DEVICE_EVENT, CONFIG_SERVICE_EVENT, CONFIG_SKILL_GROUP_EVENT	184
AGENT_SKILL_TARGET_ID_TAG	CONFIG_AGENT_EVENT	185
NUM_SERVICE_MEMBERS_TAG	CONFIG_SERVICE_EVENT	186
SERVICE_MEMBER_TAG	CONFIG_SERVICE_EVENT	187
SERVICE_PRIORITY_TAG	CONFIG_SERVICE_EVENT	188
AGENT_TYPE_TAG	CONFIG_AGENT_EVENT	189
LOGIN_ID_TAG	CONFIG_AGENT_EVENT	190
NUM_SKILLS_TAG	CONFIG_AGENT_EVENT	191
SKILL_GROUP_SKILL_TARGET_ID_TAG	CONFIG_SKILL_GROUP_EVENT	192
SERVICE_ID_TAG	CONFIG_DEVICE_EVENT	193

Floating Field Tag	Using Messages	Value
AGENT_ID_LONG_TAG	OPEN_REQ, OPEN_REQ, OPEN_REQ_CONF, AGENT_STATE_EVENT, RTP_STARTED_EVENT, RTP_STOPPED_EVENT, SUPERVISE_CALL_REQ, EMERGENCY_CALL_EVENT, USER_MESSAGE_REQ, SET_AGENT_STATE_REQ, SET_AGENT_STATE_CONF, QUERY_AGENT_STATE_REQ, QUERY_AGENT_STATE_CONF, AGENT_UPDATED_EVENT	194
DEVICE_TYPE_TAG	CONFIG_DEVICE_EVENT	195
Unused		196-197
ENABLE_TAG	ROUTE_REGISTER_EVENT	198
DEVICEID_TAG	ROUTE_REQUEST_EVENT	199
TIMEOUT_TAG	ROUTE_REQUEST_EVENT	200
CURRENT_ROUTE_TAG	ROUTE_REQUEST_EVENT	201
SECONDARY_CONNECTION_CALL_ID	CALL_DELIVERED_EVENT	202
PRIORITY_QUEUE_NUMBER_TAG	CALL_QUEUED_EVENT	203
TEAM_NAME_TAG	TEAM_CONFIG_EVENT	204
MEMBER_TYPE_TAG	TEAM_CONFIG_EVENT	205
EVENT_DEVICE_ID_TAG	SYSTEM_EVENT	206
LOGIN_NAME_TAG (V11)	CONFIG_AGENT_EVENT	207
PERIPHERAL_ID_TAG (V11)	CONFIG_AGENT_EVENT, CONFIG_SERVICE_EVENT, CONFIG_SKILL_GROUP_EVENT, CONFIG_DEVICE_EVENT	208
CALL_TYPE_KEY_CONFIG_TAG (V11)	CONFIG_KEY_EVENT	209
CALL_TYPE_ID_TAG (V11)	AGENT_PRE_CALL_EVENT, CONFIG_CALL_TYPE_EVENT, SET_APP_DATA	210

Floating Field Tag	Using Messages	Value
CUSTOMER_DEFINITION_ID_TAG (V11)	CONFIG_CALL_TYPE_EVENT	211
ENTERPRISE_NAME_TAG (V11)	CONFIG_CALL_TYPE_EVENT CONFIG_MRD_EVENT	212
CUR_PERIPHERAL_NUMBER_TAG	CONFIG_SKILL_GROUP_EVENT, CONFIG_CALL_TYPE_EVENT	213
CUR_LOGIN_ID	CONFIG_AGENT_EVENT	214
ANI_II_TAG	BEGIN_CALL_EVENT, CALL_TRANSLATION_ROUTE_EVENT, CALL_DATA_UPDATE, CALL_DELIVERED_EVENT, AGENT_PRE_CALL_EVENT, SET_CALL_DATA_REQ, SNAPSHOT_CALL_REQ, ROUTE_REQUEST_EVENT	215
MR_DOMAIN_ID_TAG	CONFIG_SKILL_GROUP_EVENT, CONFIG_SERVICE_EVENT CONFIG_MRD_EVENT	216
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_MESSAGE_REQ, SESSION_MONITOR_START_REQ, SESSION_MONITOR_STOP_REQ, MONITOR_AGENT_TEAM_START_REQ, MONITOR_AGENT_TEAM_STOP_REQ, FAILURE_CONF, CONTROL_FAILURE_CONF	217
SILENT_MONITOR_STATUS_TAG	SNAPSHOT_DEVICE_CONF	218
REQUESTING_DEVICE_ID_TAG	CALL_CLEAR_CONNECTION_REQ	219

Floating Field Tag	Using Messages	Value
REQUESTING_DEVICE_ID_TYPE_TAG	CALL_CLEAR_CONNECTION_REQ	220
PRE_CALL_INVOKE_ID_TAG	AGENT_PRE_CALL_EVENT, SET_APP_DATA	221
ENTERPRISE_QUEUE_TIME		222
CALL_REFERENCE_ID_TAG	BEGIN_CALL_EVENT, CALL_DATA_UPDATE_EVENT, CALL_TERMINATION_EVNT, SNAPSHOT_CALL_CONF	223
MULTI_LINE_AGENT_CONTROL_TAG	OPEN_CONF	224
NETWORK_CONTROLLED_TAG	ROUTE_SELECT_EVENT	225
Used		226-227
NUM_PERIPHERALS_TAG	OPEN_CONF	228
COC_CONNECTION_CALL_ID_TAG	CALL_SERVICE_INITIATED_EVENT, ROUTE_REQUEST_EVENT, SNAPSHOT_CALL_CONF	229
COC_CONNECTION_DEVICE_ID_TYPE_TAG	CALL_SERVICE_INITIATED_EVENT, ROUTE_REQUEST_EVENT, SNAPSHOT_CALL_CONF	230
COC_CONNECTION_DEVICE_ID_TAG	CALL_SERVICE_INITIATED_EVENT, ROUTE_REQUEST_EVENT, SNAPSHOT_CALL_CONF	231
CALL_ORIGINATED_FROM_TAG	SET_CALL_DATA_REQ	232
SET_APPDATA_CALLID_TAG		233
CLIENT_SHARE_KEY_TAG		234
AGENT_TEAM_NAME_TAG	AGENT_TEAM_CONFIG_EVENT	243
DIRECTION_TAG	AGENT_STATE_EVENT	244
OPTIONS_TAG	ROUTE_REQUEST_EVENT (internal use only for ACMI PIM)	245

Floating Field Tag	Using Messages	Value
FLT_MRD_ID_TAG	CONFIG_MEDIA_ROUTING_DOMAIN_EVENT (Internal Cisco Use Only)	246
MEDIA_CLASS_ID_TAG	CONFIG_MEDIA_ROUTING_DOMAIN_EVENT and CONFIG_MEDIA_CLASS_EVENT (Internal Cisco Use Only)	247
TASK_LIFE_TAG	CONFIG_MEDIA_ROUTING_DOMAIN_EVENT and CONFIG_MEDIA_CLASS_EVENT (Internal Cisco Use Only)	248
TASK_START_TIMEOUT_TAG	CONFIG_MEDIA_ROUTING_DOMAIN_EVENT and CONFIG_MEDIA_CLASS_EVENT (Internal Cisco Use Only)	249
MAX_TASK_DURATION_TAG	CONFIG_MEDIA_ROUTING_DOMAIN_EVENT and CONFIG_MEDIA_CLASS_EVENT (Internal Cisco Use Only) CONFIG_MRD_EVENT	250
INTERRUPTIBLE_TAG	CONFIG_MEDIA_ROUTING_DOMAIN_EVENT (Internal Cisco Use Only) CONFIG_MRD_EVENT	251
MAX_CALLS_IN_QUEUE_TAG	CONFIG_MEDIA_ROUTING_DOMAIN_EVENT (Internal Cisco Use Only)	252
MAX_CALLS_IN_QUEUE_PER_CALL_TIME_TAG	CONFIG_MEDIA_ROUTING_DOMAIN_EVENT (Internal Cisco Use Only)	253
MAX_TIME_IN_QUEUE_TAG	CONFIG_MEDIA_ROUTING_DOMAIN_EVENT (Internal Cisco Use Only)	254
INTERNAL_AGENT_STATE_TAG	QUERY_AGENT_STATE_CONF (internal use only for CCX)	255
Unused		256
SSO_ENABLED_TAG	CONFIG_AGENT_EVENT, SET_AGENT_STATE_REQ	257
FLT_TASK_ID_TAG	AGENT_TASKS_RESP, AGENT_TASKS_EVENT	258
FLT_ICM_DISP_TAG	MEDIA_LOGOUT_IND	259

Floating Field Tag	Using Messages	Value
FLT_APP_DISP_TAG	MEDIA_LOGOUT_IND	260
NUM_MRDS_TAG	CONFIG_AGENT_EVENT, DESKTOP_CONNECTED_IND	261
FLT_AGENT_MRD_ID_TAG	CONFIG_AGENT_EVENT, DESKTOP_CONNECTED_IND	262
FLT_AGENT_MRD_STATE_TAG	CONFIG_AGENT_EVENT	263
FLT_PRECISION_QUEUE_ID_TAG	CONFIG_SKILL_GROUP_EVENT	264
FLT_PRECISION_QUEUE_NAME_TAG	CONFIG_SKILL_GROUP_EVENT	265
MAX_BEYOND_TASK_LIMIT_TAG	AGENT_STATE_EVENT, QUERY_AGENT_STATE_CONF, MEDIA_LOGIN_REQ, AGENT_INIT_REQ	266
AGENT_DESK_SETTINGS_ID_TAG	CONFIG_AGENT_EVENT	267
XFER_IN_WHILE_LOGGED_OUT_TAG	OFFER_APPLICATION_TASK_REQ START_APPLICATION_TASK_REQ	268
PERIPHERAL_CONFIG_KEY_TAG	CONFIG_KEY_EVENT	269
AGENT_DESK_SETTINGS_CONFIG_KEY_TAG	CONFIG_AGENT_EVENT	270
CONFIG_PERIPHERAL_ID_TAG	CONFIG_PERIPHERAL_EVENT	271
DEFAULT_AGENT_DESK_SETTINGS_ID_TAG	CONFIG_PERIPHERAL_EVENT	272
FLT_DESK_SETTINGS_MASK_TAG	CONFIG_AGENT_DESK_SETTINGS_EVENT	273
HT_WRAP_UP_DATA_INCOMING_MODE_TAG	CONFIG_AGENT_DESK_SETTINGS_EVENT	274
HT_WRAP_UP_DATA_OUTGOING_MODE_TAG	CONFIG_AGENT_DESK_SETTINGS_EVENT	275
FLT_LOGOUT_NON_ACTIVITY_TIME_TAG	CONFIG_AGENT_DESK_SETTINGS_EVENT	276
FLT_QUALITY_RECORDING_RATE_TAG	CONFIG_AGENT_DESK_SETTINGS_EVENT	277
FLT_RING_NO_ANSWER_TIME_TAG	CONFIG_AGENT_DESK_SETTINGS_EVENT	278
HT_SILENT_MONITOR_WARNING_MESSAGE_TAG	CONFIG_AGENT_DESK_SETTINGS_EVENT	279
HT_SILENT_MONITOR_ATTENTION_TAG	CONFIG_AGENT_DESK_SETTINGS_EVENT	280
HT_SUPERVISOR_ASSIST_CALL_METHOD_TAG	CONFIG_AGENT_DESK_SETTINGS_EVENT	281
FLT_EMERGENCY_CALL_METHOD_TAG	CONFIG_AGENT_DESK_SETTINGS_EVENT	282

Floating Field Tag	Using Messages	Value
HT_AUTO_RECORD_ON_EMERGENCY_TAG	CONFIG_AGENT_DESK_SETTINGS_EVENT	283
FLT_RECORDING_MODE_TAG	CONFIG_AGENT_DESK_SETTINGS_EVENT	284
FLT_WORK_MODE_TIMER_TAG	CONFIG_AGENT_DESK_SETTINGS_EVENT	285
FLT_RING_NO_ANSWER_DN_ID_TAG	CONFIG_AGENT_DESK_SETTINGS_EVENT	286
HT_DEFAULT_DEVICE_PORT_ADDRESS_TAG	CONFIG_AGENT_DESK_SETTINGS_EVENT	287
DESKTOP_CONNECTED_FLAG_TAG	AGENT_TASKS_REQUEST_EVENT	288

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
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

State Name	Description	Value
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

Peripheral Type	Description	Value
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 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

LocalConnectionState	Description	Value
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

EventCause	Value
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
CEC_SUPERVISOR_CLEAR	45

EventCause	Value
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

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
CECX_RING_NO_ANSWER	1019

EventCause	Value
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
CECX_APPL_DUPLICATE_DIALOGUE_ID	1047

EventCause	Value
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	Description	Value
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
RESERVATION_PREVIEW_DIRECT	Call type for Outbound Option Reservation calls for Direct Preview mode.	28

CallType	Description	Value
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 agentbased 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
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

FailureCode	Description	Value
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
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

FailureCode	Description	Value
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

FailureCode	Description	Value
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 Ansmmap 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

FailureCode	Description	Value
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
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

FailureCode	Description	Value
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 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

TypeOfDevice	Description	Value
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
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
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

AnswerDetectMode	Description	Value
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 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	Value
CTI_SERVICE_DEBUG	Causes all messages exchanged during the current session to be captured to a file for later analysis.	0x80000000
CTI_SERVICE_CLIENT_EVENTS	Client receives call and agent state change events associated with a specific ACD phone.	0x00000001
CTI_SERVICE_CALL_DATA_UPDATE	Client may modify call context data.	0x00000002
CTI_SERVICE_CLIENT_CONTROL	Client may control calls and agent states associated with a specific ACD phone.	0x00000004
CTI_SERVICE_CONNECTION_MONITOR	Establishment and termination of this session cause corresponding Unified CCE Alarm events to be generated.	0x00000008
CTI_SERVICE_ALL_EVENTS	Client receives all call and agent state change events (associated with any ACD phone).	0x00000010
CTI_SERVICE_PERIPHERAL_MONITOR	Client may dynamically add and remove devices and/or calls that it wishes to receive call and agent state events for.	0x00000020
CTI_SERVICE_CLIENT_MONITOR	Client receives notification when all other CTI client sessions are opened and closed, and may monitor the activity of other CTI client sessions.	0x00000040
CTI_SERVICE_SUPERVISOR	Client may request supervisor services.	0x00000080
CTI_SERVICE_SERVER	Client identify itself as server application.	0x00000100
CTI_SERVICE_AGENT_REPORTING	Client may reporting/routing ARM(Agent Reporting And Management) messages.	0x00000400

MaskName	Description	Value
CTI_SERVICE_ALL_TASK_EVENTS	Client receives all task events.	0x00000800
CTI_SERVICE_TASK_MONITOR	Client receives monitored task events.	0x00001000
CTI_AGENT_STATE_CONTROL_ONLY	Client can change agent state only. Call control is not allowed. If a client requests for CTI_SERVICE_CLIENT_CONTROL, the server may grant this flag to indicate that only agent state change is allowed.	0x00002000
Unused		0x00004000
CTI_DEVICE_STATE_CONTROL	The client/server wishes to register and get resource state change requests.	0x00008000
CTI_SERVICE_UPDATE_EVENTS	Requests that this client receive update notification events. (No data)	0x00080000
CTI_SERVICE_IGNORE_DUPLICATE_AGENT_EVENTS	Request to suppress duplicate agent state events.	0x00100000
CTI_SERVICE_IGNORE_CONF	Do not send confirmations for third party requests.	0x00200000
CTI_SERVICE_ACD_LINE_ONLY	Request that events for non-ACD lines not be sent. (Unified CCE only)	0x00400000

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
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	Value
E_CTI_NO_ERROR	No error occurred.	0
E_CTI_INVALID_VERSION	The CTI Server does not support the protocol version number requested by the CTI client.	1
E_CTI_INVALID_MESSAGE_LENGTH	A message with an invalid message length field was received.	2
E_CTI_INVALID_FIELD_TAG	A message with an invalid floating field tag was received.	3
E_CTI_SESSION_NOT_OPEN	No session is currently open on the connection.	4
E_CTI_SESSION_ALREADY_OPEN	A session is already open on the connection.	5
E_CTI_REQUIRED_DATA_MISSING	The request did not include one or more floating items that are required.	6
E_CTI_INVALID_PERIPHERAL_ID	A message with an invalid PeripheralID value was received.	7
E_CTI_INVALID_AGENT_DATA	The provided agent data item(s) are invalid.	8
E_CTI_AGENT_NOT_LOGGED_ON	The indicated agent is not currently logged on.	9
E_CTI_DEVICE_IN_USE	The indicated agent teleset is already associated with a different CTI client.	10

Status Code	Description	Value
E_CTI_NEW_SESSION_OPENED	This session is being terminated due to a new session open request from the client.	11
E_CTI_FUNCTION_NOT_AVAILABLE	A request message was received for a function or service that was not granted to the client.	12
E_CTI_INVALID_CALLID	A request message was received with an invalid CallID value.	13
E_CTI_PROTECTED_VARIABLE	The CTI client may not update the requested variable.	14
E_CTI_CTI_SERVER_OFFLINE	The CTI Server is not able to function normally. The CTI client should close the session upon receipt of this error.	15
E_CTI_TIMEOUT	The CTI Server failed to respond to a request message within the time-out period, or no messages have been received from the CTI client within the IdleTimeout period.	16
E_CTI_UNSPECIFIED_FAILURE	An unspecified error occurred.	17
E_CTI_INVALID_TIMEOUT	The IdleTimeout field contains a value that is less than 20 seconds (4 times the minimum heartbeat interval of 5 seconds).	18
E_CTI_INVALID_SERVICE_MASK	The ServicesRequested field has unused bits set. All unused bit positions must be zero.	19
E_CTI_INVALID_CALL_MSG_MASK	The CallMsgMask field has unused bits set. All unused bit positions must be zero.	20
E_CTI_INVALID_AGENT_STATE_MASK	The AgentStateMask field has unused bits set. All unused bit positions must be zero.	21
E_CTI_INVALID_RESERVED_FIELD	A Reserved field has a non-zero value.	22
E_CTI_INVALID_FIELD_LENGTH	A floating field exceeds the allowable length for that field type.	23

Status Code	Description	Value
E_CTI_INVALID_DIGITS	A STRING field contains characters that are not digits (“0” through “9”).	24
E_CTI_BAD_MESSAGE_FORMAT	The message is improperly constructed. This may be caused by omitted or incorrectly sized fixed message fields.	25
E_CTI_INVALID_TAG_FOR_MSG_TYPE	A floating field tag is present that specifies a field that does not belong in this message type.	26
E_CTI_INVALID_DEVICE_ID_TYPE	A DeviceIDType field contains a value that is not in DeviceIDType Values, on page 34 .	27
E_CTI_INVALID_LCL_CONN_STATE	A LocalConnectionState field contains a value that is not in LocalConnectionState Values, on page 29 .	28
E_CTI_INVALID_EVENT_CAUSE	An EventCause field contains a value that is not in EventCause Values, on page 30 .	29
E_CTI_INVALID_NUM_PARTIES	The NumParties field contains a value that exceeds the maximum (16).	30
E_CTI_INVALID_SYS_EVENT_ID	The SystemEventID field contains a value that is not in SystemEventID Values, on page 9 .	31
E_CTI_INCONSISTENT_AGENT_DATA	The provided agent extension, agent id, and/or agent instrument values are inconsistent with each other.	32
E_CTI_INVALID_CONNECTION_ID_TYPE	A ConnectionDeviceIDType field contains a value that is not in ConnectionDeviceIDType Values, on page 37 .	33
E_CTI_INVALID_CALL_TYPE	The CallType field contains a value that is not in CallType Values, on page 35 .	34

Status Code	Description	Value
E_CTI_NOT_CALL_PARTY	A CallDataUpdate or Release Call request specified a call that the client is not a party to.	35
E_CTI_INVALID_PASSWORD	The ClientID and Client Password provided in an OPEN_REQ message is incorrect.	36
E_CTI_CLIENT_DISCONNECTED	The client TCP/IP connection was disconnected without a CLOSE_REQ.	37
E_CTI_INVALID_OBJECT_STATE	An invalid object state value was provided.	38
E_CTI_INVALID_NUM_SKILL_GROUPS	An invalid NumSkillGroups value was provided.	39
E_CTI_INVALID_NUM_LINES	An invalid NumLines value was provided.	40
E_CTI_INVALID_LINE_TYPE	An invalid LineType value was provided.	41
E_CTI_INVALID_ALLOCATION_STATE	An invalid AllocationState value was provided.	42
E_CTI_INVALID_ANSWERING_MACHINE	An invalid AnsweringMachine value was provided.	43
E_CTI_INVALID_CALL_MANNER_TYPE	An invalid CallMannerType value was provided.	44
E_CTI_INVALID_CALL_PLACEMENT_TYPE	An invalid CallPlacementType value was provided.	45
E_CTI_INVALID_CONSULT_TYPE	An invalid ConsultType value was provided.	46
E_CTI_INVALID_FACILITY_TYPE	An invalid FacilityType value was provided.	47
E_CTI_INVALID_MSG_TYPE_FOR_VERSION	The provided MessageType is invalid for the opened protocol version.	48
E_CTI_INVALID_TAG_FOR_VERSION	A floating field tag value is invalid for the opened protocol version.	49
E_CTI_INVALID_AGENT_WORK_MODE	An invalid AgentWorkMode value was provided.	50

Status Code	Description	Value
E_CTI_INVALID_CALL_OPTION	An invalid call option value was provided.	51
E_CTI_INVALID_DESTINATION_COUNTRY	An invalid destination country value was provided.	52
E_CTI_INVALID_ANSWER_DETECT_MODE	An invalid answer detect mode value was provided.	53
E_CTI_MUTUALLY_EXCLUS_DEVICEID_TYPES	A peripheral monitor request may not specify both a call and a device.	54
E_CTI_INVALID_MONITORID	An invalid monitorID value was provided.	55
E_CTI_SESSION_MONITOR_ALREADY_EXISTS	A requested session monitor was already created.	56
E_CTI_SESSION_MONITOR_IS_CLIENTS	A client may not monitor its own session.	57
E_CTI_INVALID_CALL_CONTROL_MASK	An invalid call control mask value was provided.	58
E_CTI_INVALID_FEATURE_MASK	An invalid feature mask value was provided.	59
E_CTI_INVALID_TRANSFER_CONFERENCE_SETUP_MASK	An invalid transfer conference setup mask value was provided.	60
E_CTI_INVALID_ARRAY_INDEX	An invalid named array index value was provided.	61
E_CTI_INVALID_CHARACTER	An invalid character value was provided.	62
E_CTI_CLIENT_NOT_FOUND	There is no open session with a matching ClientID.	63
E_CTI_SUPERVISOR_NOT_FOUND	The agent's supervisor is unknown or does not have an open CTI session.	64
E_CTI_TEAM_NOT_FOUND	The agent is not a member of an agent team.	65
E_CTI_NO_CALL_ACTIVE	The specified agent does not have an active call.	66
E_CTI_NAMED_VARIABLE_NOT_CONFIGURED	The specified named variable is not configured in the Unified CCE.	67

Status Code	Description	Value
E_CTI_NAMED_ARRAY_NOT_CONFIGURED	The specified named array is not configured in the Unified CCE.	68
E_CTI_INVALID_CALL_VARIABLE_MASK	The specified call variable mask is not valid.	69
E_CTI_ELEMENT_NOT_FOUND	An internal error occurred manipulating a named variable or named array element.	70
E_CTI_INVALID_DISTRIBUTION_TYPE	The specified distribution type is invalid.	71
E_CTI_INVALID_SKILL_GROUP	The specified skill group is invalid.	72
E_CTI_TOO_MUCH_DATA	The total combined size of named variables and named arrays may not exceed the limit of 2000 bytes.	73
E_CTI_VALUE_TOO_LONG	The value of the specified named variable or named array element exceeds the maximum permissible length.	74
E_CTI_SCALAR_FUNCTION_ON_ARRAY	A NamedArray was specified with a NamedVariable tag.	75
E_CTI_ARRAY_FUNCTION_ON_SCALAR	A NamedVariable was specified with a NamedArray tag.	76
E_CTI_INVALID_NUM_NAMED_VARIABLES	The value in the NumNamedVariables field is different than the number of NamedVariable floating fields in the message.	77
E_CTI_INVALID_NUM_NAMED_ARRAYS	The value in the NumNamedArrays field is different than the number of NamedArray floating fields in the message.	78
E_CTI_INVALID_RTP_DIRECTION	The RTP direction value is invalid.	79
E_CTI_INVALID_RTP_TYPE	The RTP type value is invalid.	80
E_CTI_CALLED_PARTY_DISPOSITION	The called party disposition is invalid.	81
E_CTI_INVALID_SUPERVISORY_ACTION	The supervisory action is invalid.	82

Status Code	Description	Value
E_CTI_AGENT_TEAM_MONITOR_ALREADY_EXISTS	The agent team monitor already exists.	83
E_CTI_INVALID_SERVICE	The ServiceNumber or ServiceID value is invalid.	84
E_CTI_SERVICE_CONFLICT	The ServiceNumber and ServiceID values given represent different services.	85
E_CTI_SKILL_GROUP_CONFLICT	The SkillGroupNumber/SkillGroupPriority and SkillGroupID values given represent different skill groups.	86
E_CTI_INVALID_DEVICE	The specified device is invalid.	87
E_CTI_INVALID_MR_DOMAIN	Media Routing Domain is invalid.	88
E_CTI_MONITOR_ALREADY_EXISTS	Monitor already exists.	89
E_CTI_MONITOR_TERMINATED	Monitor has terminated.	90
E_CTI_INVALID_TASK_MSG_MASK	The task msg mask is invalid.	91
E_CTI_SERVER_NOT_MASTER	The server is a standby server.	92
E_CTI_INVALID_CSD	The CSD Specified is invalid (Unified CCX Only).	93
E_CTI_JTAPI_CCM_PROBLEM	Indicates a JTAPI or Unified CM problem.	94
E_INVALID_CONFIG_MSG_MASK	Indicates a bad config mask in OPEN_REQ.	95
E_CTI_AUTO_CONFIG_RESET	Indicates a configuration change (Unified CCX only).	96
E_CTI_INVALID_MONITOR_STATUS	Indicates an invalid monitor.	97
E_CTI_INVALID_REQUEST_TYPE	Indicates an invalid request ID type.	98

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
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. SystemEventArgs1 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
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	Value
CLIENT_ID_TAG	OPEN_REQ	1
CLIENT_PASSWORD_TAG	OPEN_REQ	2
CLIENT_SIGNATURE_TAG	OPEN_REQ, AGENT_STATE_EVENT	3
AGENT_EXTENSION_TAG	OPEN_REQ, OPEN_CONF, AGENT_STATE_EVENT	4
AGENT_ID_TAG	OPEN_REQ, OPEN_CONF, AGENT_STATE_EVENT, SET_AGENT_STATE_EVENT	5
AGENT_INSTRUMENT_TAG	OPEN_REQ, OPEN_CONF, AGENT_STATE_EVENT, QUERY_AGENT_STATE_REQ, SET_AGENT_STATE_REQ, MAKE_CALL_REQ	6
TEXT_TAG	SYSTEM_EVENT, CLIENT_EVENT_REPORT_REQ, AGENT_TASKS_END_EVENT	7
ANI_TAG	BEGIN_CALL_EVENT, CALL_ DATA_UPDATE_EVENT, CALL_ TRANSLATION_ROUTE_EVENT, SNAPSHOT_CALL_CONF	8
UUI_TAG	BEGIN_CALL_EVENT, CALL_DATA_UPDATE_EVENT, CALL_TRANSLATION_ROUTE_ EVENT, CONSULTATION_ CALL_REQ, MAKE_CALL_REQ, TRANSFER_CALL_REQ, SNAPSHOT_CALL_CONF	9
DNIS_TAG	BEGIN_CALL_EVENT, CALL_ DATA_UPDATE_EVENT, CALL_ TRANSLATION_ROUTE_ EVENT, SNAPSHOT_CALL_ CONF	10

Floating Field Tag	Using Messages	Value
DIALED_NUMBER_TAG	BEGIN_CALL_EVENT, CALL_DATA_UPDATE_EVENT, CALL_TRANSLATION_ROUTE_EVENT, CONSULTATION_CALL_REQ, MAKE_CALL_REQ, TRANSFER_CALL_REQ, SNAPSHOT_CALL_CONF	11
CED_TAG	BEGIN_CALL_EVENT, CALL_DATA_UPDATE_EVENT, CALL_TRANSLATION_ROUTE_EVENT, SNAPSHOT_CALL_CONF	12
CALL_VAR_1_TAG through CALL_VAR_10_TAG	BEGIN_CALL_EVENT, CALL_DATA_UPDATE_EVENT, CALL_TRANSLATION_ROUTE_EVENT, CONSULTATION_CALL_REQ, MAKE_CALL_REQ, TRANSFER_CALL_REQ, SNAPSHOT_CALL_CONF, SNAPSHOT_TASK_RESP , SNAPSHOT_TASK_EVENT	13-22
CTI_CLIENT_SIGNATURE_TAG	BEGIN_CALL_EVENT, CALL_DATA_UPDATE_EVENT, SNAPSHOT_CALL_CONF	23
CTI_CLIENT_TIMESTAMP_TAG	BEGIN_CALL_EVENT, CALL_DATA_UPDATE_EVENT, SNAPSHOT_CALL_CONF	24
CONNECTION_DEVID_TAG	Any CALL EVENT message, most CLIENT CONTROL messages.	25
ALERTING_DEVID_TAG	CALL_DELIVERED_EVENT	26
CALLING_DEVID_TAG	CALL_DELIVERED_EVENT, CALL_ESTABLISHED_EVENT, CALL_ORIGINATED_EVENT, CALL_SERVICE_INITIATED_EVENT, CALL_QUEUED_EVENT, SET_DEVICE_ATTRIBUTES_REQ	27
CALLED_DEVID_TAG	CALL_DELIVERED_EVENT, CALL_ESTABLISHED_EVENT, CALL_ORIGINATED_EVENT, CALL_QUEUED_EVENT,	28

Floating Field Tag	Using Messages	Value
LAST_REDIRECT_DEVID_TAG	CALL_DELIVERED_EVENT, CALL_ESTABLISHED_EVENT, CALL_QUEUED_EVENT	29
ANSWERING_DEVID_TAG	CALL_ESTABLISHED_EVENT	30
HOLDING_DEVID_TAG	CALL_HELD_EVENT	31
RETRIEVING_DEVID_TAG	CALL_RETRIEVED_EVENT	32
RELEASING_DEVID_TAG	CALL_CONNECTION_ CLEARED_EVENT	33
FAILING_DEVID_TAG	CALL_FAILED_EVENT	34
PRIMARY_DEVID_TAG	CALL_CONFERENCED_EVENT, CALL_TRANSFERRED_EVENT	35
SECONDARY_DEVID_TAG	CALL_CONFERENCED_EVENT, CALL_TRANSFERRED_EVENT	36
CONTROLLER_DEVID_TAG	CALL_CONFERENCED_EVENT	37
ADDED_PARTY_DEVID_TAG	CALL_CONFERENCED_EVENT	38
PARTY_CALLID_TAG	CALL_CONFERENCED_EVENT, CALL_TRANSFERRED_EVENT, CONFERENCE_CALL_CONF, TRANSFER_CALL_CONF	39
PARTY_DEVID_TYPE_TAG	CALL_CONFERENCED_EVENT, CALL_TRANSFERRED_EVENT, CONFERENCE_CALL_CONF, TRANSFER_CALL_CONF	40
PARTY_DEVID_TAG	CALL_CONFERENCED_EVENT, CALL_TRANSFERRED_EVENT, CONFERENCE_CALL_CONF, TRANSFER_CALL_CONF	41
TRANSFERRING_DEVID_TAG	CALL_TRANSFERRED_EVENT	42
TRANSFERRED_DEVID_TAG	CALL_TRANSFERRED_EVENT	43
DIVERTING_DEVID_TAG	CALL_DIVERTED_EVENT	44
QUEUE_DEVID_TAG	CALL_QUEUED_EVENT	45

Floating Field Tag	Using Messages	Value
CALL_WRAPUP_DATA_TAG	BEGIN_CALL_EVENT, CALL_DATA_UPDATE_EVENT, SET_CALL_DATA_REQ, CONSULTATION_CALL_REQ, MAKE_CALL_REQ, TRANSFER_CALL_REQ, SNAPSHOT_CALL_CONF	46
NEW_CONNECTION_DEVID_TAG	CALL_DATA_UPDATE_EVENT, CONFERENCE_CALL_CONF, CONSULTATION_CALL_CONF, MAKE_CALL_CONF, TRANSFER_CALL_CONF	47
TRUNK_USED_DEVID_TAG	CALL_REACHED_NETWORK_EVENT	48
AGENT_PASSWORD_TAG	SET_AGENT_STATE_REQ	49
ACTIVE_CONN_DEVID_TAG	ALTERNATE_CALL_REQ, CONFERENCE_CALL_REQ, CONSULTATION_CALL_REQ, RECONNECT_CALL_REQ, TRANSFER_CALL_REQ	50
FACILITY_CODE_TAG	CONSULTATION_CALL_REQ, MAKE_CALL_REQ, TRANSFER_CALL_REQ	51
OTHER_CONN_DEVID_TAG	ALTERNATE_CALL_REQ	52
HELD_CONN_DEVID_TAG	CONFERENCE_CALL_REQ, RECONNECT_CALL_REQ, RETRIEVE_CALL_REQ, TRANSFER_CALL_REQ	53
(reserved)		54-55
CALL_CONN_CALLID_TAG	SNAPSHOT_CALL_CONF, SNAPSHOT_DEVICE_CONF	56
CALL_CONN_DEVID_TYPE_TAG	SNAPSHOT_CALL_CONF, SNAPSHOT_DEVICE_CONF	57
CALL_CONN_DEVID_TAG	SNAPSHOT_CALL_CONF, SNAPSHOT_DEVICE_CONF	58
CALL_DEVID_TYPE_TAG	SNAPSHOT_CALL_CONF	59
CALL_DEVID_TAG	SNAPSHOT_CALL_CONF	60

Floating Field Tag	Using Messages	Value
CALL_DEV_CONN_STATE_TAG	SNAPSHOT_CALL_CONF	61
SKILL_GROUP_NUMBER_TAG	CALL_QUEUED_EVENT, CALL_DEQUEUED_EVENT, QUERY_AGENT_STATE_CONF	62
SKILL_GROUP_ID_TAG	CALL_QUEUED_EVENT, CALL_DEQUEUED_EVENT, QUERY_AGENT_STATE_CONF	63
SKILL_GROUP_PRIORITY_TAG	CALL_QUEUED_EVENT, CALL_DEQUEUED_EVENT, QUERY_AGENT_STATE_CONF	64
SKILL_GROUP_STATE_TAG	QUERY_AGENT_STATE_CONF	65
OBJECT_NAME_TAG	CLIENT_EVENT_REPORT	66
DTMF_STRING_TAG	SEND_DTMF_SIGNAL_REQ	67
POSITION_ID_TAG	SET_AGENT_STATE_REQ	68
SUPERVISOR_ID_TAG	SET_AGENT_STATE_REQ	69
LINE_HANDLE_TAG	QUERY_DEVICE_INFO_CONF	70
LINE_TYPE_TAG	QUERY_DEVICE_INFO_CONF	71
ROUTER_CALL_KEY_DAY_TAG	BEGIN_CALL_EVENT, CALL_DATA_UPDATE_EVENT, CALL_TRANSLATION_ROUTE_EVENT, SNAPSHOT_CALL_CONF	72
ROUTER_CALL_KEY_CALLID_TAG	BEGIN_CALL_EVENT, CALL_DATA_UPDATE_EVENT, CALL_TRANSLATION_ROUTE_EVENT, SNAPSHOT_CALL_CONF	73
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	110
(reserved)		74
CALL_STATE_TAG	SNAPSHOT_DEVICE_CONF	75
MONITORED_DEVID_TAG	MONITOR_START_REQ	76

Floating Field Tag	Using Messages	Value
AUTHORIZATION_CODE_TAG	CONFERENCE_CALL_REQ, CONSULTATION_CALL_REQ, MAKE_CALL_REQ, MAKE_PREDICTIVE_CALL_REQ, TRANSFER_CALL_REQ	77
ACCOUNT_CODE_TAG	CONFERENCE_CALL_REQ, CONSULTATION_CALL_REQ, MAKE_CALL_REQ, MAKE_PREDICTIVE_CALL_REQ, TRANSFER_CALL_REQ	78
ORIGINATING_DEVID_TAG	MAKE_PREDICTIVE_CALL_REQ	79
ORIGINATING_LINE_ID_TAG	MAKE_PREDICTIVE_CALL_REQ	80
CLIENT_ADDRESS_TAG	CLIENT_SESSION_OPENED_EVENT, CLIENT_SESSION_CLOSED_EVENT	81
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_VARIABLES_REQ, SNAPSHOT_TASK_RESP, SNAPSHOT_TASK_EVENT	82
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_VARIABLES_REQ, SNAPSHOT_TASK_RESP, SNAPSHOT_TASK_EVENT	83

Floating Field Tag	Using Messages	Value
CALL_CONTROL_TABLE_TAG	MAKE_CALL_REQ, MAKE_PREDICTIVE_CALL_REQ,	84
SUPERVISOR_INSTRUMENT_TAG	SUPERVISE_CALL_REQ	85
ATC_AGENT_ID_TAG	AGENT_TEAM_CONFIG_EVENT	86
AGENT_FLAGS_TAG	AGENT_TEAM_CONFIG_EVENT	87
ATC_AGENT_STATE_TAG	AGENT_TEAM_CONFIG_EVENT	88
ATC_STATE_DURATION_TAG	AGENT_TEAM_CONFIG_EVENT	89
AGENT_CONNECTION_DEVID_TAG	SUPERVISE_CALL_REQ	90
SUPERVISOR_CONNECTION_DEVID_TAG	SUPERVISE_CALL_REQ,	91
LIST_TEAM_ID_TAG	LIST_AGENT_TEAM_CONF	92
DEFAULT_DEVICE_PORT_ADDRESS_TAG	AGENT_DESK_SETTINGS_CONF	93
SERVICE_NAME_TAG	REGISTER_SERVICE_REQ	94
CUSTOMER_PHONE_NUMBER_TAG	SET_CALL_DATA_REQ, CALL_DATA_UPDATE_EVENT	95
CUSTOMER_ACCOUNT_NUMBER_TAG	SET_CALL_DATA_REQ, CALL_DATA_UPDATE_EVENT	96
APP_PATH_ID_TAG	OPEN_REQ	97
SCRIPT_SELECTOR_TAG	SNAPSHOT_TASK_RESP, SNAPSHOT_TASK_EVENT	99
APPLICATION_STRING1_TAG	SNAPSHOT_TASK_RESP, SNAPSHOT_TASK_EVENT	100
APPLICATION_STRING2_TAG	SNAPSHOT_TASK_RESP, SNAPSHOT_TASK_EVENT	101
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	110

Floating Field Tag	Using Messages	Value
TRUNK_NUMBER_TAG	CALL_DELIVERED_EVENT, CALL_ESTABLISHED_EVENT, CALL_REACHED_NETWORK_EVENT	121
TRUNK_GROUP_NUMBER_TAG	CALL_DELIVERED_EVENT, CALL_ESTABLISHED_EVENT, CALL_REACHED_NETWORK_EVENT	122
EXT_AGENT_STATE_TAG	AGENT_STATE_EVENT	123
DEQUEUE_TYPE_TAG	CALL_DEQUEUED_EVENT	124
SENDING_ADDRESS_TAG	RTP_STARTED_EVENT, RTP_STOPPED_EVENT	125
SENDING_PORT_TAG	RTP_STARTED_EVENT RTP_STOPPED_EVENT	126
Unused		127-128
MAX_QUEUED_TAG	CONFIG_SERVICE_EVENT, CONFIG_DEVICE_EVENT	129
QUEUE_ID_TAG	QUEUE_UPDATED_EVENT	130
CUSTOMER_ID_TAG	CONFIG_REQUEST_EVENT	131
SERVICE_SKILL_TARGET_ID_TAG	CONFIG_SERVICE_EVENT	132
PERIPHERAL_NAME_TAG	CONFIG_SERVICE_EVENT, CONFIG_SKILL_GROUP_EVENT, CONFIG_AGENT_EVENT, CONFIG_DIALED_NUMBER_EVENT	133
DESCRIPTION_TAG	CONFIG_SERVICE_EVENT, CONFIG_SKILL_GROUP_EVENT, CONFIG_AGENT_EVENT, CONFIG_DIALED_NUMBER_EVENT CONFIG_MRD_EVENT	134
SERVICE_MEMBER_ID_TAG	CONFIG_SKILL_GROUP_EVENT	135
SERVICE_MEMBER_PRIORITY_TAG	CONFIG_SKILL_GROUP_EVENT	136
FIRST_NAME_TAG	CONFIG_AGENT_EVENT	137
LAST_NAME_TAG	CONFIG_AGENT_EVENT	138

Floating Field Tag	Using Messages	Value
SKILL_GROUP_TAG	CONFIG_AGENT_EVENT	139
AGENT_SKILL_TARGET_ID_TAG	CONFIG_AGENT_EVENT	141
SERVICE_TAG	CONFIG_DIALED_NUMBER_EVENT	142
Reserved		143-149
DURATION_TAG	AGENT_STATE_EVENT	150
Reserved		151-172
EXTENSION_TAG	CONFIG_SKILL_GROUP_EVENT, CONFIG_SERVICE_EVENT, CONFIG_AGENT_EVENT, CONFIG_DEVICE_EVENT	173
SERVICE_LEVEL_THRESHOLD_TAG	CONFIG_SERVICE_EVENT	174
SERVICE_LEVEL_TYPE_TAG	CONFIG_SERVICE_EVENT	175
CONFIG_PARAM_TAG	CONFIG_SKILL_GROUP_EVENT, CONFIG_SERVICE_EVENT	176
SERVICE_CONFIG_KEY_TAG	CONFIG_KEY_EVENT, CONFIG_BEGIN_EVENT	177
SKILL_GROUP_CONFIG_KEY_TAG	CONFIG_KEY_EVENT, CONFIG_BEGIN_EVENT	178
AGENT_CONFIG_KEY_TAG	CONFIG_KEY_EVENT, CONFIG_BEGIN_EVENT	179
DEVICE_CONFIG_KEY_TAG	CONFIG_KEY_EVENT, CONFIG_BEGIN_EVENT	180
Unused		181-182
RECORD_TYPE_TAG	CONFIG_AGENT_EVENT, CONFIG_DEVICE_EVENT, CONFIG_SERVICE_EVENT, CONFIG_SKILL_GROUP_EVENT	183
PERIPHERAL_NUMBER_TAG	CONFIG_AGENT_EVENT, CONFIG_DEVICE_EVENT, CONFIG_SERVICE_EVENT, CONFIG_SKILL_GROUP_EVENT	184
AGENT_SKILL_TARGET_ID_TAG	CONFIG_AGENT_EVENT	185

Floating Field Tag	Using Messages	Value
NUM_SERVICE_MEMBERS_TAG	CONFIG_SERVICE_EVENT	186
SERVICE_MEMBER_TAG	CONFIG_SERVICE_EVENT	187
SERVICE_PRIORITY_TAG	CONFIG_SERVICE_EVENT	188
AGENT_TYPE_TAG	CONFIG_AGENT_EVENT	189
LOGIN_ID_TAG	CONFIG_AGENT_EVENT	190
NUM_SKILLS_TAG	CONFIG_AGENT_EVENT	191
SKILL_GROUP_SKILL_TARGET_ID_TAG	CONFIG_SKILL_GROUP_EVENT	192
SERVICE_ID_TAG	CONFIG_DEVICE_EVENT	193
AGENT_ID_LONG_TAG	OPEN_REQ, OPEN_REQ, OPEN_REQ_CONF, AGENT_STATE_EVENT, RTP_STARTED_EVENT, RTP_STOPPED_EVENT, SUPERVISE_CALL_REQ, EMERGENCY_CALL_EVENT, USER_MESSAGE_REQ, SET_AGENT_STATE_REQ, SET_AGENT_STATE_CONF, QUERY_AGENT_STATE_REQ, QUERY_AGENT_STATE_CONF, AGENT_UPDATED_EVENT	194
DEVICE_TYPE_TAG	CONFIG_DEVICE_EVENT	195
Unused		196-197
ENABLE_TAG	ROUTE_REGISTER_EVENT	198
DEVICEID_TAG	ROUTE_REQUEST_EVENT	199
TIMEOUT_TAG	ROUTE_REQUEST_EVENT	200
CURRENT_ROUTE_TAG	ROUTE_REQUEST_EVENT	201
SECONDARY_CONNECTION_CALL_ID	CALL_DELIVERED_EVENT	202
PRIORITY_QUEUE_NUMBER_TAG	CALL_QUEUED_EVENT	203
TEAM_NAME_TAG	TEAM_CONFIG_EVENT	204
MEMBER_TYPE_TAG	TEAM_CONFIG_EVENT	205

Floating Field Tag	Using Messages	Value
EVENT_DEVICE_ID_TAG	SYSTEM_EVENT	206
LOGIN_NAME_TAG (V11)	CONFIG_AGENT_EVENT	207
PERIPHERAL_ID_TAG (V11)	CONFIG_AGENT_EVENT, CONFIG_SERVICE_EVENT, CONFIG_SKILL_GROUP_EVENT, CONFIG_DEVICE_EVENT	208
CALL_TYPE_KEY_ CONFIG_TAG (V11)	CONFIG_KEY_EVENT	209
CALL_TYPE_ID_TAG (V11)	AGENT_PRE_CALL_EVENT, CONFIG_CALL_TYPE_EVENT, SET_APP_DATA	210
CUSTOMER_ DEFINITION_ID_TAG (V11)	CONFIG_CALL_TYPE_EVENT	211
ENTERPRISE_NAME_TAG (V11)	CONFIG_CALL_TYPE_EVENT CONFIG_MRD_EVENT	212
CUR_PERIPHERAL_ NUMBER_TAG	CONFIG_SKILL_GROUP_EVENT, CONFIG_CALL_TYPE_EVENT	213
CUR_LOGIN_ID	CONFIG_AGENT_EVENT	214
ANI_II_TAG	BEGIN_CALL_EVENT, CALL_TRANSLATION_ROUTE_ EVENT, CALL_DATA_UPDATE, CALL_DELIVERED_EVENT, AGENT_PRE_CALL_EVENT, SET_CALL_DATA_REQ, SNAPSHOT_CALL_REQ, ROUTE_REQUEST_EVENT	215
MR_DOMAIN_ID_TAG	CONFIG_SKILL_GROUP_EVENT, CONFIG_SERVICE_EVENT CONFIG_MRD_EVENT	216

Floating Field Tag	Using Messages	Value
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_MESSAGE_REQ, SESSION_MONITOR_START_REQ, SESSION_MONITOR_STOP_REQ, MONITOR_AGENT_TEAM_START_REQ, MONITOR_AGENT_TEAM_STOP_REQ, FAILURE_CONF, CONTROL_FAILURE_CONF	217
SILENT_MONITOR_STATUS_TAG	SNAPSHOT_DEVICE_CONF	218
REQUESTING_DEVICE_ID_TAG	CALL_CLEAR_CONNECTION_REQ	219
REQUESTING_DEVICE_ID_TYPE_TAG	CALL_CLEAR_CONNECTION_REQ	220
PRE_CALL_INVOKE_ID_TAG	AGENT_PRE_CALL_EVENT, SET_APP_DATA	221
ENTERPRISE_QUEUE_TIME		222
CALL_REFERENCE_ID_TAG	BEGIN_CALL_EVENT, CALL_DATA_UPDATE_EVENT, CALL_TERMINATION_EVNT, SNAPSHOT_CALL_CONF	223
MULTI_LINE_AGENT_CONTROL_TAG	OPEN_CONF	224
NETWORK_CONTROLLED_TAG	ROUTE_SELECT_EVENT	225
Used		226-227
NUM_PERIPHERALS_TAG	OPEN_CONF	228

Floating Field Tag	Using Messages	Value
COC_CONNECTION_ CALL_ID_TAG	CALL_SERVICE_INITIATED_ EVENT, ROUTE_REQUEST_EVENT, SNAPSHOT_CALL_CONF	229
COC_CONNECTION_ DEVICE_ID_TYPE_TAG	CALL_SERVICE_INITIATED_ EVENT, ROUTE_REQUEST_EVENT, SNAPSHOT_CALL_CONF	230
COC_CONNECTION_ DEVICE_ID_TAG	CALL_SERVICE_INITIATED_ EVENT, ROUTE_REQUEST_EVENT, SNAPSHOT_CALL_CONF	231
CALL_ORIGINATED_ FROM_TAG	SET_CALL_DATA_REQ	232
SET_APPDATA_CALLID_TAG		233
CLIENT_SHARE_KEY_TAG		234
AGENT_TEAM_NAME_TAG	AGENT_TEAM_CONFIG_EVENT	243
DIRECTION_TAG	AGENT_STATE_EVENT	244
OPTIONS_TAG	ROUTE_REQUEST_EVENT (internal use only for ACMI PIM)	245
FLT_MRD_ID_TAG	CONFIG_MEDIA_ROUTING_DOMAIN_EVENT (Internal Cisco Use Only)	246
MEDIA_CLASS_ID_TAG	CONFIG_MEDIA_ROUTING_DOMAIN_EVENT and CONFIG_MEDIA_CLASS_EVENT (Internal Cisco Use Only)	247
TASK_LIFE_TAG	CONFIG_MEDIA_ROUTING_DOMAIN_EVENT and CONFIG_MEDIA_CLASS_EVENT (Internal Cisco Use Only)	248
TASK_START_TIMEOUT_TAG	CONFIG_MEDIA_ROUTING_DOMAIN_EVENT and CONFIG_MEDIA_CLASS_EVENT (Internal Cisco Use Only)	249

Floating Field Tag	Using Messages	Value
MAX_TASK_DURATION_TAG	CONFIG_MEDIA_ROUTING_DOMAIN_EVENT and CONFIG_MEDIA_CLASS_EVENT (Internal Cisco Use Only) CONFIG_MRD_EVENT	250
INTERRUPTIBLE_TAG	CONFIG_MEDIA_ROUTING_DOMAIN_EVENT (Internal Cisco Use Only) CONFIG_MRD_EVENT	251
MAX_CALLS_IN_QUEUE_TAG	CONFIG_MEDIA_ROUTING_DOMAIN_EVENT (Internal Cisco Use Only)	252
MAX_CALLS_IN_QUEUE_BY_CALL_TYPE_TAG	CONFIG_MEDIA_ROUTING_DOMAIN_EVENT (Internal Cisco Use Only)	253
MAX_TIME_IN_QUEUE_TAG	CONFIG_MEDIA_ROUTING_DOMAIN_EVENT (Internal Cisco Use Only)	254
INTERNAL_AGENT_STATE_TAG	QUERY_AGENT_STATE_CONF (internal use only for CCX)	255
Unused		256
SSO_ENABLED_TAG	CONFIG_AGENT_EVENT, SET_AGENT_STATE_REQ	257
FLT_TASK_ID_TAG	AGENT_TASKS_RESP, AGENT_TASKS_EVENT	258
FLT_ICM_DISP_TAG	MEDIA_LOGOUT_IND	259
FLT_APP_DISP_TAG	MEDIA_LOGOUT_IND	260
NUM_MRDS_TAG	CONFIG_AGENT_EVENT, DESKTOP_CONNECTED_IND	261
FLT_AGENT_MRD_ID_TAG	CONFIG_AGENT_EVENT, DESKTOP_CONNECTED_IND	262
FLT_AGENT_MRD_STATE_TAG	CONFIG_AGENT_EVENT	263
FLT_PRECISION_QUEUE_ID_TAG	CONFIG_SKILL_GROUP_EVENT	264
FLT_PRECISION_QUEUE_NAME_TAG	CONFIG_SKILL_GROUP_EVENT	265
MAX_BEYOND_TASK_LIMIT_TAG	AGENT_STATE_EVENT, QUERY_AGENT_STATE_CONF, MEDIA_LOGIN_REQ, AGENT_INIT_REQ	266

Floating Field Tag	Using Messages	Value
AGENT_DESK_SETTINGS_ID_TAG	CONFIG_AGENT_EVENT	267
XFER_IN_WHILE_LOGGED_OUT_TAG	OFFER_APPLICATION_TASK_REQ START_APPLICATION_TASK_REQ	268
PERIPHERAL_CONFIG_KEY_TAG	CONFIG_KEY_EVENT	269
AGENT_DESK_SETTINGS_CONFIG_KEY_TAG	CONFIG_AGENT_EVENT	270
CONFIG_PERIPHERAL_ID_TAG	CONFIG_PERIPHERAL_EVENT	271
DEFAULT_AGENT_DESK_SETTINGS_ID_TAG	CONFIG_PERIPHERAL_EVENT	272
FLT_DESK_SETTINGS_MASK_TAG	CONFIG_AGENT_DESK_SETTINGS_EVENT	273
HT_WRAP_UP_DATA_INCOMING_MODE_TAG	CONFIG_AGENT_DESK_SETTINGS_EVENT	274
HT_WRAP_UP_DATA_OUTGOING_MODE_TAG	CONFIG_AGENT_DESK_SETTINGS_EVENT	275
HT_LOGOUT_NON_ACTIVITY_TIME_TAG	CONFIG_AGENT_DESK_SETTINGS_EVENT	276
FLT_QUALITY_RECORDING_RATE_TAG	CONFIG_AGENT_DESK_SETTINGS_EVENT	277
FLT_RING_NO_ANSWER_TIME_TAG	CONFIG_AGENT_DESK_SETTINGS_EVENT	278
HT_SILENT_MONITOR_WARNING_MESSAGE_TAG	CONFIG_AGENT_DESK_SETTINGS_EVENT	279
HT_SILENT_MONITOR_AUDIBLE_NOTIFICATION_TAG	CONFIG_AGENT_DESK_SETTINGS_EVENT	280
HT_SUPERVISOR_ASSIST_CALL_METHOD_TAG	CONFIG_AGENT_DESK_SETTINGS_EVENT	281
FLT_EMERGENCY_CALL_METHOD_TAG	CONFIG_AGENT_DESK_SETTINGS_EVENT	282
HT_AUTO_RECORD_ON_EMERGENCY_TAG	CONFIG_AGENT_DESK_SETTINGS_EVENT	283
FLT_RECORDING_MODE_TAG	CONFIG_AGENT_DESK_SETTINGS_EVENT	284
FLT_WORK_MODE_TIMER_TAG	CONFIG_AGENT_DESK_SETTINGS_EVENT	285
FLT_RING_NO_ANSWER_DN_ID_TAG	CONFIG_AGENT_DESK_SETTINGS_EVENT	286
HT_DEFAULT_DEVICE_PORT_ADDRESS_TAG	CONFIG_AGENT_DESK_SETTINGS_EVENT	287
DESKTOP_CONNECTED_FLAG_TAG	AGENT_TASKS_REQUEST_EVENT	288

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

Peripheral Type	Description	Value
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
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

Peripheral Type	Description	Value
{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
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

EventCause	Value
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
CEC_RECALL	27
CEC_REDIRECTED	28
CEC_REORDER_TONE	29
CEC_RESOURCES_NOT_AVAILABLE	30

EventCause	Value
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

Extended Call Cleared Event Causes

EventCause	Value
CECX_ABAND_NETWORK	1001
CECX_ABAND_LOCAL_QUEUE	1002
CECX_ABAND_RING	1003
CECX_ABAND_DELAY	1004

EventCause	Value
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
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

EventCause	Value
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
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 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 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_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	Description	Value
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
CUSTOMER_PREDICTIVE	Call type for Outbound Option Customer calls for Predictive mode and Progressive mode for agentbased campaigns.	34

CallType	Description	Value
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
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

FailureCode	Description	Value
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

FailureCode	Description	Value
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
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

FailureCode	Description	Value
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
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

FailureCode	Description	Value
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
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

FailureCode	Description	Value
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
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

FailureCode	Description	Value
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
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
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
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 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

AnsweringMachine	Description	Value
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 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

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 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	Value
CTI_SERVICE_DEBUG	Causes all messages exchanged during the current session to be captured to a file for later analysis.	0x80000000
CTI_SERVICE_CLIENT_EVENTS	Client receives call and agent state change events associated with a specific ACD phone.	0x00000001
CTI_SERVICE_CALL_DATA_UPDATE	Client may modify call context data.	0x00000002
CTI_SERVICE_CLIENT_CONTROL	Client may control calls and agent states associated with a specific ACD phone.	0x00000004
CTI_SERVICE_CONNECTION_MONITOR	Establishment and termination of this session cause corresponding Unified CCE Alarm events to be generated.	0x00000008
CTI_SERVICE_ALL_EVENTS	Client receives all call and agent state change events (associated with any ACD phone).	0x00000010
CTI_SERVICE_PERIPHERAL_MONITOR	Client may dynamically add and remove devices and/or calls that it wishes to receive call and agent state events for.	0x00000020
CTI_SERVICE_CLIENT_MONITOR	Client receives notification when all other CTI client sessions are opened and closed, and may monitor the activity of other CTI client sessions.	0x00000040
CTI_SERVICE_SUPERVISOR	Client may request supervisor services.	0x00000080
CTI_SERVICE_SERVER	Client identify itself as server application.	0x00000100
CTI_SERVICE_AGENT_REPORTING	Client may reporting/routing ARM(Agent Reporting And Management) messages.	0x00000400
CTI_SERVICE_ALL_TASK_EVENTS	Client receives all task events.	0x00000800
CTI_SERVICE_TASK_MONITOR	Client receives monitored task events.	0x00001000

MaskName	Description	Value
CTI_AGENT_STATE_CONTROL_ONLY	Client can change agent state only. Call control is not allowed. If a client requests for CTI_SERVICE_CLIENT_CONTROL, the server may grant this flag to indicate that only agent state change is allowed.	0x00002000
Unused		0x00004000
CTI_DEVICE_STATE_CONTROL	The client/server wishes to register and get resource state change requests.	0x00008000
CTI_SERVICE_UPDATE_EVENTS	Requests that this client receive update notification events. (No data)	0x00080000
CTI_SERVICE_IGNORE_DUPLICATE_AGENT_EVENTS	Request to suppress duplicate agent state events.	0x00100000
CTI_SERVICE_IGNORE_CONF	Do not send confirmations for third party requests.	0x00200000
CTI_SERVICE_ACD_LINE_ONLY	Request that events for non-ACD lines not be sent. (Unified CCE only)	0x00400000

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

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

