

CALL_DELIVERED_EVENT (or other) - how...



Urszula Dziurzynska 4 posts since Apr 7, 2015

CALL_DELIVERED_EVENT (or other) - how to recognize a line May 14, 2015 5:57 AM

Hi,

I succesfully connected to UCCX in agent mode.

I can handle events thrown in different moments of a call, however my task is to recognize a line number. I mean a client is calling to our UCCX using a specific line (as a line I understand a specific phone number - there are many lines) and a Contact Center forwards this call to an agent (who is in Ready state). An agent accepts/answers a call and a call is established (call_established_event). I would like to recognize this line number.

I am not a UCCX administrator, so I may have used wrong nomenclature - if so, I'm sorry.

First time I notice an event concerning a call it is a call_delivered_event meaning my phone is alerting. I was able to extract some data, but I cannot see a line number anywhere. I also saw through other events, but I have no idea how to extract a line number.

These are data I extracted:

CALL_DELIVERED_EVENT (alerting...):

```
CallId=16779266;  
SecondaryCallId = 16779267  
ANI=;  
DNIS=1002  
CSQID = 0  
DialedNumber=  
CalledDeviceId = 1002  
CallingDeviceId = [a client phone number]  
AlertingDeviceId = 1002  
ConnectionDeviceId = 1002  
LastRedirectDeviceId =  
ApplicationId = 0  
CallerEnteredDigits =  
CallWrapupData =  
LocalConnectionState = LCS_ALERTING
```

CALL_DELIVERED_EVENT (or other) - how...

EventCause = CEC_NEW_CALL
CallVariable1 =
CallVariable2 =
CallVariable3 =
CallVariable4 =
CallVariable5 =
CallVariable6 =
CallVariable7 =
CallVariable8 =
CallVariable9 =
CallVariable10 =
NumNamedArrays = 0
NumNamedVariables = 0

Line number should be 401 here.

I connected to contact center through Open_Req setting agent mode (CTI_SERVICE_CLIENT_EVENTS + CTI_SERVICE_CLIENT_CONTROL), protocol version 14. Next I logged in as an agent using set_agent_state_req, changed a state to ready and then I was waiting for a call. UCCX server is in version 10.6.1.10000-39

I will be grateful for help.

Urszula

Tags: [line](#), [uccx](#), [call_delivered_event](#);



[Venkata Raghavan](#) 19 posts since Jul 10, 2011

Re: CALL_DELIVERED_EVENT (or other) - how to recognize a line Jun 25, 2015 6:52 AM

Hi,

By "Line" do you mean customer's phone number? The "CallingDeviceID" of CALL_DELIVERED_EVENT/ CALL_ESTABLISHED event will have the calling party number.



[Vijay Dheenadayalan](#) 22 posts since Nov 17, 2014

Re: CALL_DELIVERED_EVENT (or other) - how to recognize a line Aug 19, 2015 3:56 AM

Hi Urszula,

since there is no response from your side since Jun 25, I am assuming that this query is answered.

Thanks

Vijay