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## Cisco events

## Clear

**State change: READY - null** Wed Dec 20 2017 17:43:24 GMT-0600 (Central Standard Time) Wed Dec 20 2017 17:43:24 GMT-0600 (Central Standard Time)

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**Call 75627724: State Dropped, Type Inbound, From 2257550432, To 8004456531** Wed Dec 20 2017 17:43:24 GMT-0600 (Central Standard Time) Wed Dec 20 2017 17:43:24 GMT-0600 (Central Standard Time)

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**Call 75627724: State Wrapping\_up, Type Inbound, From 2257550432, To 8004456531** Wed Dec 20 2017 17:42:54 GMT-0600 (Central Standard Time) Wed Dec 20 2017 17:42:54 GMT-0600 (Central Standard Time)

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**State change: WORK\_READY - null** Wed Dec 20 2017 17:42:54 GMT-0600 (Central Standard Time)

Wed Dec 20 2017 17:42:54 GMT-0600 (Central Standard Time)

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## **Call 75627724: State Wrapping\_up, Type Inbound, From 2257550432, To 8004456531** Wed Dec 20 2017 17:42:54 GMT-0600 (Central Standard Time) Wed Dec 20 2017 17:42:54 GMT-0600 (Central Standard Time)

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CONSULT\_CALL</action> <action> HOLD</action> <action> UPDATE\_CALL\_DATA</action> <action> SEND\_DTMF</action> <action> DROP</action> </action> <mediaAddress> 2257550432</mediaAddress> <mediaAddressType> </mediaAddressType> <startTime> 2017-12-20T23:42:52.365Z</startTime> <state> ACTIVE</state> <stateCause> </stateCause> <stateChangeTime> 2017-12-20T23:42:52.365Z</startTime> <state> ACTIVE</state> <tateChangeTime> </participant> </participant> </participant> <state> ACTIVE</state> <toAddress> 8004456531</toAddress> <uri> /finesse/api/Dialog/75627724</uri> </dialog> </data> <event> PUT</event> </participant> </participant>

**Call 75627724: State Speaking, Type Inbound, From 2257550432, To 8004456531** Wed Dec 20 2017 17:42:52 GMT-0600 (Central Standard Time) Wed Dec 20 2017 17:42:52 GMT-0600 (Central Standard Time)

<Update> <data> <dialog> <associatedDialogUri> </associatedDialogUri> <fromAddress> 2257550432</fromAddress> <id> 75627724</id> <mediaProperties> <DNIS> 215063</DNIS> <callType> PREROUTE\_ACD\_IN</callType> <dialedNumber> 8004456531</dialedNumber> < outboundClassification> </outboundClassification> <callvariables> <Callvariable> <name> callvariable1</name> <value> </value> </CallVariable> <CallVariable> <name> callVariable2</name> <value> </value> </CallVariable> <CallVariable> <name> callVariable3</name> <value> 214164</value> </CallVariable> <CallVariable> <name> callVariable4</name> <value> </value> </CallVariable> <CallVariable> <name> callVariable5</name> <value> </value> </CallVariable> <CallVariable> <name> callVariable6</name> <value> </value> </CallVariable> <CallVariable> <name> callVariable7</name> <value> </value> </CallVariable> <CallVariable> <name> callVariable8</name> <value> </value> </CallVariable> <CallVariable> <name> callVariable9</name> <value> </value> </CallVariable> <CallVariable> <name> callVariable10</name> <value> BCS VM OPT1</value> </CallVariable> <CallVariable> <name> user.microapp.error\_code</name> <value> 0</value> </CallVariable> <CallVariable> <name> user.microapp.media server</name> <value> http://media</value> </CallVariable> <CallVariable> <name> user.microapp.input\_type</name> <value> D</value> </CallVariable> <CallVariable> <name> user.microapp.UseVXMLParams</name> <value> N</value> </CallVariable> </callvariables> </mediaProperties> <mediaType> Voice</mediaType> <participants> <Participant> <action> TRANSFER\_SST</action> <action> CONSULT\_CALL</action> <action> HOLD</action> <action> UPDATE CALL DATA</action> <action> SEND DTMF</action> <action> DROP</action> </actions> <mediaAddress> 215063</mediaAddress> <mediaAddressType> AGENT\_DEVICE</mediaAddressType> <startTime> 2017-12-20T23:42:52.365Z</startTime> <state> ACTIVE</state> <stateCause> </stateCause> <stateChangeTime> 2017-12-20T23:42:52.365Z</stateChangeTime> </Participant> <Participant> <action> TRANSFER\_SST</action> <action> CONSULT\_CALL</action> <action> HOLD</action> <action> UPDATE CALL DATA</action> <action> SEND DTMF</action> <action> DROP</action> </actions> <mediaAddress> 2257550432</mediaAddress> <mediaAddressType> </mediaAddressType> <startTime> 2017-12-20T23:42:52.365Z</startTime> <state>

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5007</teamId> <teamName> IBE\_SAD</teamName> <teams> <Team> <id> 5007</id> </rr>
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**Call 75627724: State Alerting, Type Inbound, From 2257550432, To 8004456531** Wed Dec 20 2017 17:42:43 GMT-0600 (Central Standard Time) Wed Dec 20 2017 17:42:43 GMT-0600 (Central Standard Time)

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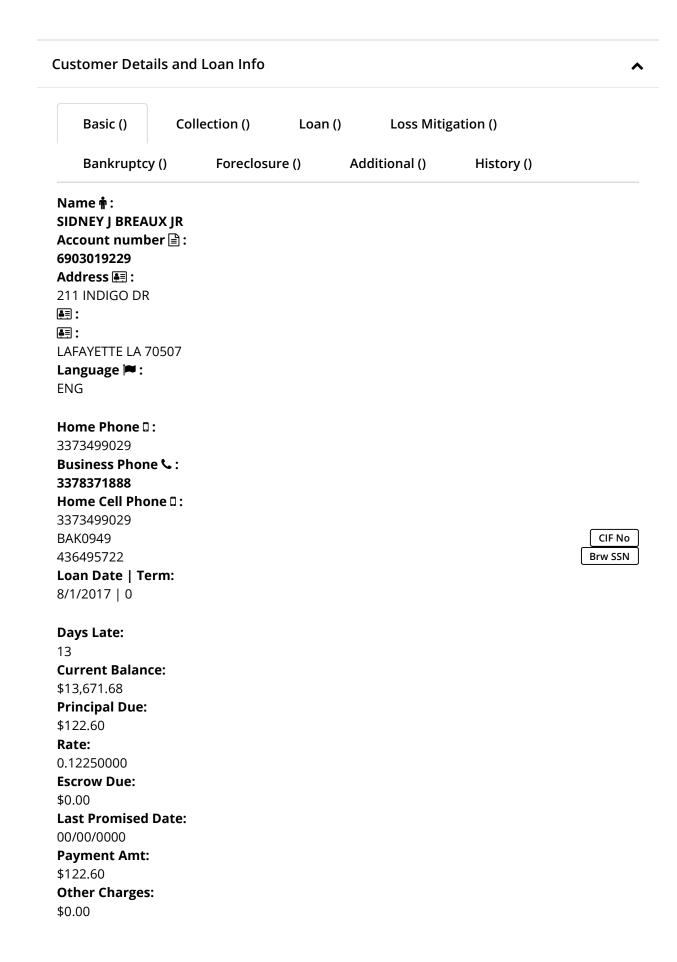
**State change: RESERVED - null** Wed Dec 20 2017 17:42:43 GMT-0600 (Central Standard Time) Wed Dec 20 2017 17:42:43 GMT-0600 (Central Standard Time)

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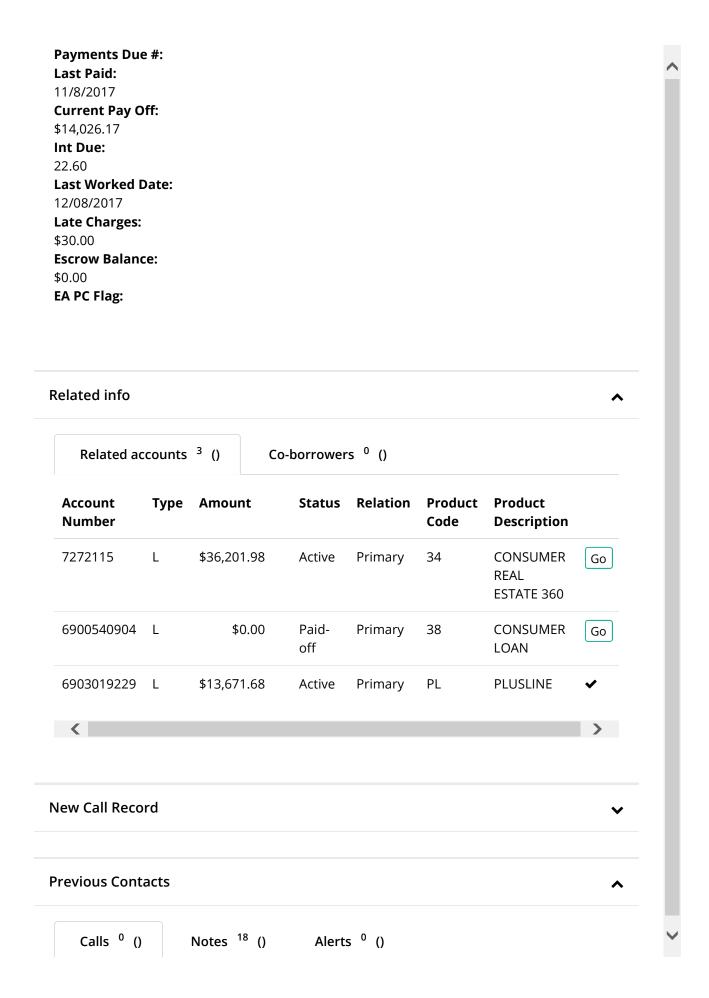
**State change: READY - null** Wed Dec 20 2017 17:42:43 GMT-0600 (Central Standard Time) Wed Dec 20 2017 17:42:43 GMT-0600 (Central Standard Time)

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No previous call records found.

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