Value Reference - CONNRES

Purpose

The purpose of CONNRES is to provide a quick result regarding the end of a call.

Note, when referring to destination, this can mean:

- An agent called by the ACD
- An external destination called by the ACD
- A destination specified in a connect object in the IVR
- An agent called from the dialler
- A destination called from the dialler

In short, any destination called by the system whether as a result of an inbound call, or an outbound call (dialler or click to dial).

Values

The following values are defined:

CONNRES	Meaning Inbound Calls	Meaning Outbound
0	**Caller Hangup** The caller hung up the telephone, before the call to the destination was initiated.	**Outbound to number not used** The initiator (usually the agent) hung up the telephone, before the call to the destination was actually initiated.
1	**OK** Successful call to the destination.	**OK** Successful outbound call to destination.
2	**No answer** The destination did not answer the telephone.	**Number no answer** The called destination did not answer.
3	**Busy** The called destination was busy.	**Number busy** The called destination was busy.
4	**Caller hangup** The caller hungup whilst the call to the destination was being made.	**System aborted dial** The outdial was aborted.
5	**ISDN cause** A reason other than busy was received from the called destination.	**ISDN cause** A reason other than busy was received from the called destination.
6	**Destination hangup** The destination hungup during the whisper prompt before caller and destination were connected.	**Called party hangup before agent connected** The called destination hungup after answering but before the connection to the agent was made. This can be during a whisper announcement if one was configured.

7	**Error**	**Error**
	An error occurred when calling the destination.	An error occurred when calling the destination.
8	**OK, DTMF Hangup**	**Not used**
	Legacy, no longer supported.	
9	**OK, DTMF Disconnect**	**Not used**
	Legacy, no longer supported.	
10	**OK, Client Signal**	**Not used**
	Legacy, no longer supported.	
11	**Voice Mail**	**Not used**
	Legacy, no longer supported.	
12	**Number Blocked**	**Number Blocked**
	The destination number was blocked in the restricted numbers table. The call was not made.	The destination number was blocked in the restricted numbers table. The call was not made.
13	**Agent to Agent Transfer**	**Not used**
	Legacy, no longer supported.	
14	**Agent to External Transfer**	**Not used**
	Legacy, no longer supported.	