

ACD Function Code Definitions

A	Agent Login	a	MiTAI Client Call Annotation
B	Agent Logout	b	MiTAI Set Queue DND Request
C	Agent Set DND	c	MiTAI Set Queue DND
D	Agent Remove DND	d	MiTAI Remove Queue DND Request
E	Agent Set Make Busy	e	MiTAI Remove Queue DND
F	Agent Remove Make Busy	f	MiTAI Agent Login Request
G	Agent Answer ACD	g	MiTAI Call Recording
H	Agent Answer Personal	h	MiTAI Agent Logout Request
I	Agent Outbound	i	MiTAI Agent Logout
J	Agent Idle	j	MiTAI Agent Set Make Busy with reason code Request
K	Agent Group Stats	k	MiTAI Call Classification Code
L	Agent Start Work Timer	l	MiTAI Agent Remove Make Busy Request
M	Agent Remove Work Timer	m	MiTAI Agent Remove Work Timer Request
N	Agent Hold	n	MiTAI Agent Set DND Request
O	Agent Retrieve Hold	o	MiTAI Agent Set DND
P	Agent Hold Abandon	p	MiTAI Agent Remove DND Request
Q	Queue Stats	q	MiTAI Agent Remove DND
R	Date Stats	r	MiTAI Sync Queue
S	Agent Answer Remote ACD	s	MiTAI Sync Agent Group
T	Agent Ringing ACD	t	MiTAI Sync Agent
U	Agent Remove Ringing	u	MiTAI Sync Finished
		v	MiTAI Sync Started
		w	MiTAI Client Call Info/Detail
		x	MiTAI Stream Info
		y	MiTAI Stream Event
		z	MiTAI Stream Command

MiTAI Function Code Definitions

3001	Call Cleared	3019	UserID Feature
3002	Call Conferenced	3020	Conference Held
3003	Call Delivered	3021	Cmd Response
3004	Call Diverted	3022	Account Code Set
3005	Call Established	3023	Routing Device
3006	Call Failed	3024	Conference Feature
3007	Call Held	3025	Remote Party Update
3008	Call Originated	3026	Resilient Device
3009	Call Queued	3027	Activate Feature
3010	Call Received	3028	ACD Agent Feature
3011	Call Retrieved	3029	Forward Feature
3012	Call Transferred	3030	ACD2 Path
3013	Device Dropped	3031	ACD2 Group
3014	Extension In Use	3033	AGP Event
3015	In Service	3033 1011	Leave All Groups
3016	Monitor Set	3033 1007	Join Group
3017	Out Of Service	3033 1008	Leave Group
3018	Work Timer Expired		