

Cause Code	Indicates that (definition):
Active Monitor	an Active Monitor Feature has occurred. This feature typically allows in supervisor into an agent call with the ability to speak and listen. The re can be considered as a conference so this cause code may be supplied in a Conferenced Event Report.
Alternate	the call is in the process of being exchanged. This feature is typically used on single-line telephones, where the human interface puts one call on hold and answers a held call or answers a waiting call in an atomic action.
Busy	the call encountered a busy tone or device
Call Back	Call Back is a feature invoked (by a user or via CSTA) in an attempt to reach a call that has encountered a busy or no answer condition. As a result of this feature, the failed call is cleared and the call can be considered as queued. The switch may subsequently automatically retry the call (normally when the other party next becomes free). Consequently, this cause code may appear in Event Reports related to the feature invocation (Call Cleared, Connection Cleared, Queued) or related to the subsequent, retried call (Service Initiated, Service Delivered, and Established).
Call Cancelled	the user has terminated a call without going on-hook.
Call Forward	the call has been redirected via a Call Forwarding feature set for general or multiple conditions.
Call Fd. - Immediate	the call has been redirected via a Call Forwarding feature set for all conditions.
Call Fd. - Busy	the call has been redirected via a Call Forwarding feature set for a busy error condition.
Call Fd. - No Answer	the call has been redirected via a Call Forwarding feature set for an error condition when the called party does not answer.
Call Not Answered	the call was not answered because a timer has elapsed.
Call Pickup	the call has been redirected via a Call Pickup feature.

Camp On	a Camp On feature has been invoked or has matured.
Dest. Not Obtainable	the call could not obtain the destination.
Do Not Disturb	the call encountered a Do Not Disturb condition.
Incompatible Destination	the call encountered an incompatible destination.
Invalid Account Code	the call has an invalid account code.
Key Operation ¹	indicates that the Event Report occurred at a bridged or twin device.
Lockout	the call encountered inter-digit timeout while dialing.
Maintenance	the call encountered a facility or endpoint in a maintenance condition.
Net Congestion	the call encountered a congested network. In some circumstances this indicates that the user is listening to a "No Circuit" Special Information from a network that is accompanied by a statement similar to "All busy..."
Net Not Obtainable	the call could not reach a destination network.
New Call	the call has not yet been redirected.
No Available Agents	the call could not access any agent.
Overflow	the call overflowed a queue, group, or target.

1 Telephone numbers associated primarily with one device often appear also on a second device. One example is a secretary who's phone has mirrored or bridged lines of a boss's phone.

Override	the call resulted because of an Override feature.
Park	indicate that the Event Report is associated with an action to place a call in a parked position or to retrieve a call from a parked position. Placing a call in a park position means that the call is not available from the parking device, but retains the call in the Switching Function. A call in a park position can be connected to another (or the same) device by invoking the un-park feature.
Recall	the call is alerting a device due to a time-out built into a feature that is not complete or that anticipated further action from the user.
Redirected	the call has been redirected
Reorder Tone	the call encountered reorder - a tone provided by a network to indicate that a request (call, feature, or supplementary service) was not recognized. This condition usually results when a user dials a number that is not valid or when a user attempts to obtain a service that is not enabled for that user or device. In some circumstances, this cause code indicates that the user is listening to a "Reorder" Special Information Tone (SIT) from a network that is accompanied by a statement similar to "Reorder. Your call did not go through as dialed..."
Resources not Available	resources were not available
Silent Monitor	the event was caused by the invocation of a feature that allows a third party, such as an ACD agent supervisor, to join the call. The joining party can hear the call and participate in the conversation, but cannot be heard by either original party. The feature, called <i>silent intrusion</i> , may provide a tone to one or both parties to indicate that the call is being monitored. This feature is not the same as a CSTA Monitor. The cause shall not indicate that a CSTA Monitor has been initiated.
Transfer	a Transfer is in progress or has occurred
Trunks Busy	the call encountered Trunks Busy
Voice Unit Initiator	indicates that the event was the result of action by automated equipment (such as a device, voice response unit, announcement) rather than the result of action by a human user.

The following table illustrates which cause codes values make sense for a specific call status event. The "y" indicates that the cause code is likely to appear in the specific event.

Table 6-2 CSTA Event Report - Cause Relationships

Cause	Call Clr.	Conf	Con. Clr.	Dlv.	Div.	Est.	Fail	Held	Net. Rch.	Orig.	Q-ed	Retr.	Svc. Init.	Tran
Active Monitor		y												
Alternate						y	y	y				y		
Busy							y				y			
Call Back	y		y	y						y	y		y	
Call Cancelled	y		y				y						y	
Call Forward				y	y		y	y	y		y			
Call Fd. - Immediate				y	y		y		y		y			
Call Fd. - Busy				y	y		y		y		y			
Call Fd. - No Answer				y	y		y	y	y		y			
Call Not Answered	y		y		y		y							
Call Pickup					y	y								
Camp On				y			y				y			
Dest. not Obtainable			y				y				y			
Do Not Disturb			y		y		y				y			
Incpt. Destination	y		y		y		y							
Invalid Account Code	y						y							
Key Operation	y	y	y	y	y	y	y	y	y	y	y	y	y	y
Lockout							y							
Maintenance	y						y							
Net Congestion							y				y			
Net Not Obtainable							y				y			
New Call		y		y		y				y				y
No Available Agents				y	y		y				y			
Overflow	y		y	y	y		y		y		y			

Override	y	y	y	y		y	y			y			y
Park			y								y		
Recall		y		y	y	y	y	y			y	y	y
Redirected				y	y		y		y		y		y
Reorder Tone							y						
Resrcs. not Available	y		y				y		y		y		
Silent Monitor		y								y			
Transfer				y		y	y	y	y		y	y	y
Trunks Busy							y				y		
Voice Unit Initiator					y								y

XE " CSTA Event Report - Cause Relationships"§

