

Table of Contents

- Why Does Cisco Agent Desktop Go into Talking State after Hanging up a Call?.....1**
- Document ID: 44880.....1
- Introduction.....1
- Prerequisites.....1
 - Requirements.....1
 - Components Used.....1
 - Conventions.....1
- Problem.....1
- Solution.....2
- Related Information.....3

Why Does Cisco Agent Desktop Go into Talking State after Hanging up a Call?

Document ID: 44880

Introduction

Prerequisites

Requirements

Components Used

Conventions

Problem

Solution

Related Information

Introduction

This document describes why Cisco Agent Desktop goes into the Talking state instead of the Ready state after a call is completed and disconnected.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco CallManager Administration
- Cisco Customer Response Solutions (CRS)

Components Used

The information in this document is based on these software and hardware versions:

- Cisco CallManager 3.2.x
- Cisco CRS 3.0.2

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Problem

After the Cisco Agent Desktop completes a call and disconnects, Cisco IP Integrated Contact Distribution (ICD) places the Agent in the Talking state instead of the Ready state. The agent must manually log out and log in to go into the Ready state. The frequency of this incident increases as call volume grows. This

Cisco – Why Does Cisco Agent Desktop Go into Talking State after Hanging up a Call?

incident most likely occurs on one of these occasions:

- The Cisco Agent Desktop takes a call and performs an unsupervised call transfer.
- The Cisco Agent Desktop takes a call and the remote caller hangs up first. Then the Agent hangs up.

Solution

When you examine the trace files, CiscoMRIVR*.log, it appears there is a missing .wav file. This is shown in the example trace file. The name of the missing .wav file is "ICDWelcomeQueuePrompt.wav", which is located in the C:\Program Files\wfavvid\Prompts\user\en_US\ directory. The missing .wav file causes the script to fail.

```
%MIVR-SS_RM-3-RESOURCE_DOES_NOT_EXIST:This resource does not exist:
  Module=RM component,The description of a message sent from/to the
  RM=SessionRTPStartedMsg (Rsrc:null ID:null Type:UNKNOWN_CONTACT)
%MIVR-SS_RM-3-RESOURCE_DOES_NOT_EXIST:This resource does not exist:
  Module=RM component, The description of a message sent from/to the
  RM=SessionRTPStartedMsg (Rsrc:null ID:null Type:UNKNOWN_CONTACT)
%MIVR-SS_RM-3-RESOURCE_DOES_NOT_EXIST:This resource does not exist:
  Module=RM component, The description of a message sent from/to the
  RM=SessionRTPStoppedMsg (Rsrc:null ID:null Type:UNKNOWN_CONTACT)
%MIVR-SS_RM-3-RESOURCE_DOES_NOT_EXIST:This resource does not exist:
  Module=RM component, The description of a message sent from/to the
  RM=SessionRTPStoppedMsg (Rsrc:null ID:null Type:UNKNOWN_CONTACT)
%MIVR-SS_RM-3-RESOURCE_DOES_NOT_EXIST:This resource does not exist:
  Module=RM component, The description of a message sent from/to the
  RM=SessionRTPStartedMsg (Rsrc:null ID:null Type:UNKNOWN_CONTACT)
%MIVR-SS_RM-3-RESOURCE_DOES_NOT_EXIST:This resource does not exist:
  Module=RM component, The description of a message sent from/to the
  RM=SessionRTPStartedMsg (Rsrc:null ID:null Type:UNKNOWN_CONTACT)
%MIVR-PROMPT_MGR-3-UNDEFINED_NAME_PROMPT:Undefined user or system prompt:
  Name=ICDWelcomeQueuePrompt.wav,Type=com.cisco.prompt.UserPrompt,
  Transcription=null, Language=en_US,Exception=com.cisco.prompt.
  UndefinedPromptException: user prompt
  'C:\Program Files\wfavvid\Prompts\user\en_US\ICDWelcomeQueuePrompt.wav'
%MIVR-PROMPT_MGR-3-EXCEPTION:com.cisco.prompt.UndefinedPromptException:
  user prompt
  'C:\Program Files\wfavvid\Prompts\user\en_US\ICDWelcomeQueuePrompt.wav'
%MIVR-PROMPT_MGR-3-EXCEPTION:    at com.cisco.prompt.impl.PromptManagerImpl.resolve
  (PromptManagerImpl.java:1104)
%MIVR-PROMPT_MGR-3-EXCEPTION:    at com.cisco.prompt.NamePrompt.appendTo
  (NamePrompt.java:199)
%MIVR-PROMPT_MGR-3-EXCEPTION:    at com.cisco.wf.cmt.dialogs.CMTDialogImpl.appendPrompt
  (CMTDialogImpl.java:160)
%MIVR-PROMPT_MGR-3-EXCEPTION:    at com.cisco.wf.cmt.dialogs.CMTPlayPromptDialogImpl.run
  (CMTPlayPromptDialogImpl.java:130)
%MIVR-LIB_MEDIA-6-EXCEPTION:com.cisco.prompt.UndefinedPromptException:
  user prompt 'C:\Program Files\wfavvid\Prompts\user\en_US\ICDWelcomeQueuePrompt.wav'
```

Note: The value is displayed over multiple lines due to space limitations.

Note: Date and time are stripped from this trace file.

In order to resolve this problem, remove the reference to the .wav file or add the .wav file to the system.

Related Information

- **Technical Support – Cisco Systems**
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