

Cisco IP ICD Fails to Route Call to an Agent Phone – Calling Search Space Issue

Document ID: 48863

Introduction

Prerequisites

Requirements

Components Used

Conventions

Background Information

Problem

Solution

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Related Information

Introduction

This document describes one of the reasons why the Cisco IP Interactive Call Distribution (ICD) fails to route a call to an agent phone in a Cisco IP Contact Center (IPCC) Express environment.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco CallManager
- Cisco Customer Response Solutions (CRS)
- Cisco Agent Desktop
- Cisco IP Phone Agent

Components Used

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

- Cisco CallManager version 3.x
- Cisco CRS version 3.x
- Cisco Agent Desktop version 4.x

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.

Background Information

A partition comprises a logical group of directory numbers (DNs) and route patterns with similar characteristics. Devices typically placed in partitions include DNs and route patterns. These are entities associated with DNs that users dial. When a DN or route pattern is placed into a certain partition, this creates a rule that specifies which devices can call the device or route list.

A call search space comprises an ordered list of partitions that users can look at before they are allowed to place a call. Call search spaces determine the partitions that calling devices, such as IP phones, soft phones, and gateways, can search when they attempt to complete a call.

Problem

Cisco IP ICD application is unable to route calls to an agent phone. When it happens, the agent state goes from Ready to Reserved to Not Ready, or from Ready to Reserved to Ready, depending on the **Automatic Work** setting in the Contact Service Queues Configuration area of the IP ICD Configuration. The other symptom is the call never rings on the agent phone.

Solution

This is a configuration issue. The Computer Telephony Integration (CTI) ports associated with the application do not have a call search space applied in the Cisco CallManager configuration that allows the CTI Ports to transfer the call to the agents. In other words, the partition applied to the agent ICD DN needs to be in the call search space applied to the CTI ports. On a similar note, if there is no call search space applied to the CTI Ports, the transfers also fail. CTI ports must have a calling search space configured.

In order to solve this problem, apply the call search space to all the CTI Ports that contain the partition assigned to the ICD DN of the agent.

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Related Information

- **Cisco CallManager: Partition Configuration**
- **Cisco CallManager: Calling Search Space Configuration**
- **Technical Support & Documentation – Cisco Systems**

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Updated: Mar 21, 2005

Document ID: 48863
