

Agent Stays in Reserved State for a Long Duration Before Call Is Presented Non-Interruptible Play Prompt

Document ID: 53128

Introduction
Prerequisites
Requirements
Components Used
Conventions
Problem
Solution
Related Information

Introduction

This document describes one reason why agents go into the **Reserved** state for 20 seconds or longer after ending a call and provides a solution in an IP Contact Center (IPCC) Express environment.

Prerequisites

Requirements

Cisco recommends you have knowledge of these topics:

- Cisco CallManager
- Cisco Customer Response Solutions (CRS)

Components Used

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

- Cisco CallManager
- Cisco Response Solutions (CRS)

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

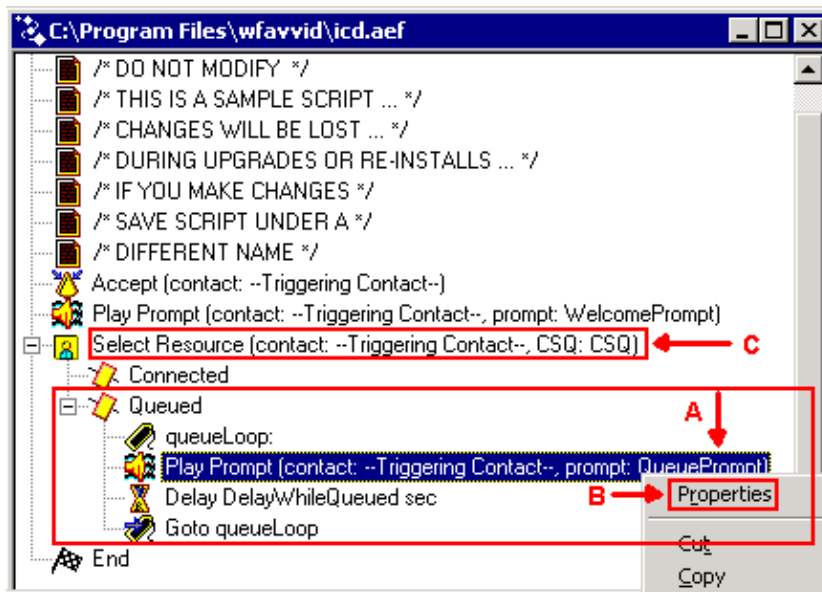
There are two symptoms to this problem:

- Calls are queued, but sit in the queue up to 60 seconds before they connect to an agent in the **Ready** state. Additionally, the agent that receives the call is in the **Reserved** state while call is in the queue.
- Once the agent ends the call, the agent goes back into the **Reserved** state and stays in this state for up to 20 seconds before receiving the next call.

Solution

This problem is related to a CRS script issue. This happens because there is a Select Resource step, as shown by **C** in Figure 1, before the **Queued** branch. Once the resource is ready to take a call, the resource is flagged as reserved. But, if the Play Prompt step, as shown by **A** in Figure 1, is not interruptible, then the **Select Resource** step cannot route the call to the resource until the prompt ends. Therefore, if there is a 20-second interruptible prompt the agent remains in the **Reserved** state for 20 seconds before the call is presented.

Figure 1 Sample Script

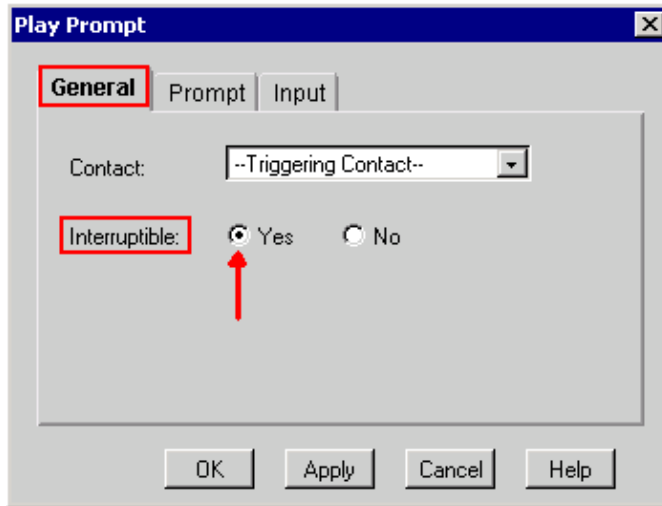


Note: The purpose of Figure 1 is to demonstrate the Select Resource and Play Prompt step. This script is not the problem script.

Complete these steps in order to configure the interruptible parameter:

1. Right-click **Play Prompt**.
2. Select **Properties**, as shown by **B** in Figure 1. The Play Prompt window appears, as shown in Figure 2.

Figure 2 Play Prompt



3. Go to the General tab.
4. Click **Yes** to set the **Interruptible** option.

Note: If you select **Yes**, an external event (such as an agent becoming available or a caller hanging up) can interrupt the step. If you select **No**, the step must be completed before any other process can execute.

5. Click **Apply**.

Set the Play Prompt to **Interruptible** in order to resolve the problem.

Related Information

- [Technical Support & Documentation – Cisco Systems](#)

[Contacts & Feedback](#) | [Help](#) | [Site Map](#)

© 2009 – 2010 Cisco Systems, Inc. All rights reserved. [Terms & Conditions](#) | [Privacy Statement](#) | [Cookie Policy](#) | [Trademarks of Cisco Systems, Inc.](#)

Updated: Oct 01, 2006

Document ID: 53128
