Mismatched Number of Agents Between ICM and Avaya CMS

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Introduction

This document describes one reason why Cisco Intelligent Contact Management (ICM) reports more agents staffed than the Call Management System (CMS) reports in the Avaya Definity Enterprise Communication Server (ECS) and provides a solution in a Cisco ICM environment.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Intelligent Contact Management (ICM)
- Avaya Definity ECS Peripheral Gateway (PG) with Call Management System (CMS)

Components Used

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

- Cisco Intelligent Contact Management (ICM)
- Avaya Definity ECS Peripheral Gateway (PG) with Call Management System (CMS)

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

The CMS connects to the ICM visible LAN through a single Ethernet connection. The CMS custom reports are installed on the CMS platform, one for each Peripheral Interface Manager (PIM). Through the CMS Ethernet connection, the Avaya CMS provides to the PG snapshots of the real−time agent login/logout state data and agent state data that is not related to the Automatic Call Distributor (ACD). In configurations that use CMS, a custom report is required in order to ensure the real−time call and agent data is available to the ICM software.

Problem

These symptoms might exist:

- Cisco ICM reports more agents staffed than is displayed on the CMS in real time.
- Cisco ICM shows agents are available, but the CMS shows agents are not available.

Symptoms might be caused by these situations:

- Agents that log in to skills that are not configured can cause a discrepancy in agent availability between ICM and CMS.
- The number of agents configured in CMS is different from what is configured in ICM.
- Cisco ICM misses login or logout events that are not sent to ICM.

Solution

In some situations, you can issue the **exit_opc** command in order to solve the problem. Refer to Using the OPC Test Command Line Utility for more information.

In addition, verify registry settings that affect the agent state events. Complete these steps in order to verify the settings:

1. Navigate to one of these registry locations:

   - For Cisco ICM version 4.6.2, navigate to this location:

     ```
     HKEY_LOCAL_MACHINE\SOFTWARE\GeoTel\ICR\<cust_inst>\<PGNum>\PG\
       CurrentVersion\PIMS\pim1\ATTData
     ```

   - For Cisco ICM version 5.0 and later, navigate to this location:

     ```
     HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\ICM\<cust_inst>\
       <PGNum>\PG\CurrentVersion\PIMS\pim1\ATTData
     ```

2. Set **`QueryAgentStateOnDrop`** to **FALSE (0)**.

   If TRUE (1), the PIM issues an agent state query for an agent when they disconnect from an ACD call.
3. Set **`QueryWorkmodeOnConnect`** to **FALSE (0)**.

   The default value is TRUE (1). This registry is used to determine whether the PIM should query the agent state in order to determine the work mode (connect, transfer, or conference) when an agent answers an ACD call. If FALSE, the PIM does not issue the query.
4. Set **`QueryStateOnTPChangeWorkmode`** to **TRUE (1)**.

The default value is TRUE (1). If TRUE, the PIM issues an agent state query whenever a computer telephony integration (CTI) client issues a `SetAgentState` third−party action. This allows the PIM to update the agent state as quickly as possible based on the third−party CTI client actions.

5. Set **`SmartAgentStateTimer`** to **9999** seconds.

   This registry determines the period after which the PIM issues an agent state query to determine the agents state.

Related Information

- **Using the OPC Test Command Line Utility**
- **Technical Support − Cisco Systems**

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