

# Unable to Answer Calls from Cisco Agent Desktop – Maximum Number of Calls Reached

Document ID: 59661

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## Introduction

This document describes one reason why an agent is unable to answer a delivered call from the Cisco Agent Desktop and provides a solution in a Cisco IP Contact Center (IPCC) Express environment.

## Prerequisites

### Requirements

Cisco recommends you have knowledge of these topics:

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

### Components Used

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

- Cisco CallManager Version 4.0 and later
- Cisco 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.

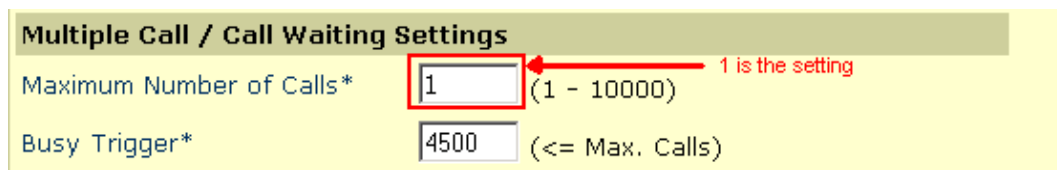
### Conventions

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

# Background

With Cisco CallManager versions earlier than 4.0, a maximum of two calls are supported per directory number (DN). Cisco CallManager 4.0 expands the number of calls per DN, making it database configurable. This configurable parameter is called **Maximum Number of Calls** under the **Multiple Call/Call Waiting Settings** section in the **Directory Number Configuration** window, as shown in Figure 1.

**Figure 1: Configurable Maximum Number of Calls**



Multiple Call / Call Waiting Settings	
Maximum Number of Calls*	<input type="text" value="1"/> (1 - 10000)
Busy Trigger*	<input type="text" value="4500"/> (<= Max. Calls)

## Problem

This problem can occur with different symptoms:

- Calls stuck in queue
- Drops calls in the queue
- Reserves agents but does not deliver the call or agents are stuck in the **Reserved** state
- Does not deliver calls to agents even though agents are available

When a call from the queue is sent to an available agent, the targeted agent goes from the **Ready** state to the **Reserved** state and stays in this state until the caller drops the call. The call is never presented to the phone of the agent.

When this problem occurs, this error message appears in the CiscoMIVRxx.log:

**Note:** This log is displayed over multiple lines due to space limitations.

```
Jun 24 17:23:45.402 MDT %MIVR-SS_TEL-3-CONSULT_FAILED:Consult failed: All
Call ids=CallID:12 MediaId:238779/1 Task:23000000057,Extension=35081,
Exception=com.cisco.jtapi.PlatformExceptionImpl: CCNException not handled:
com.cisco.cti.client.CCNException: ,Failure reason=consult gets error
0x8ccc00c4=CTIERR_MAXCALL_LIMIT_REACHED
```

These requests return the error code, **CTIERR\_MAXCALL\_LIMIT\_REACHED** , when the **maxcall** limit is reached:

- LineCallInitiateRequest
- LineCallTransferSetupRequest
- LineCallConferenceSetupRequest
- LineCallUnParkRequest

**Note:** In order to access CiscoMIVRxx.log, choose **System > Engine > Trace Files** from the Customer Response Application Administration window.

## Solution

In Cisco CallManager 3.x , the maximum number of calls allowed per DN is restricted to two. The new feature in Cisco CallManager 4.0 makes this count database configurable.

If the CallManager has this value set to 1 in the DN configuration, Figure 1, it creates a problem in the CRS. This problem occurs when the CRS issues the **Consult Transfer** request to send a call from the CTI port to the ICD device, it needs two sessions. One session is for holding the call in queue and the other session is for ringing the ICD device. In case the maximum number of calls is configured as 1, the call transfer fails. These are the supported and required configurations for the CTI Route Point, CTI Port, and ICD Extension:

- **CTI Route Point** Do not modify the Maximum Number of Calls and Call Forward Busy Trigger fields for the DN for CTI Route Points.
- **CTI Port** Do not modify the default values of Maximum Number of Calls and Call Forward Busy Trigger fields for the DN for CTI ports. If modified, make sure the Maximum Number of Calls field for the CTI Port is set for greater than 2 in order for them to be used for IPCC Express.
- **ICD Extension** Modify default values of the Maximum Number of Calls and Call Forward Busy Trigger fields for the DN used for the agent login. The ICD agent extension must be configured with 2 and 1 for the Maximum Number of Calls and Busy Triggers fields, respectively.

## NetPro Discussion Forums – Featured Conversations

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NetPro Discussion Forums – Featured Conversations for Customer Contact Software
IP Communications and Video: Contact Center

## Related Information

- [Release Notes for Cisco Customer Response Applications 3.5](#)
- [How Multiple Calls Per Line Work in Cisco CallManager 4.0](#)
- [Technical Support & Documentation – Cisco Systems](#)

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Updated: Jul 25, 2007

Document ID: 59661

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