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Unable to Locate After–Call Work Data for Avaya Definity G3

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Introduction

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Introduction

The Termination Call Detail record contains information about how a call is handled at a peripheral. This document discusses why the After–Call Work data does not appear from the WorkTime variable in a Cisco Intelligent Contact Management (ICM) environment.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- ICM configuration
- Windows Registry Editor (**regedt32**)

Components Used

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

- ICM 4.6.2 and later

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

WorkTime is the cumulative number of seconds of After-Call work time associated with the call. After-Call Work includes post-call activities for example, completion of paperwork or consultancy with associates. WorkTime is a completed call time, not an agent state time.

WorkTime enables you to calculate duration in the Termination_Call_Detail table and HandleTimeIn the ICM service and route tables.

Problem

When you view the Termination_Call_Detail table for an Avaya Definity G3 ACD, the After-Call Work data does not appear in the WorkTime variable.

Solution

This issue occurs due to a configuration problem. One or more of these registry values can be incorrect on the Cisco Peripheral Gateway (PG):

- Registry Path:

- ◆ ICM version 4.6.x and earlier:

```
HKEY_LOCAL_MACHINE\SOFTWARE\GeoTel\ICR\<cust_inst>\<PGNum>\
PG\CurrentVersion\PIMS\<pimNum>\ATTDData
```

- ◆ ICM version 5.x and later:

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

Note: These keys appear over multiple lines due to space limitations.

- Registry Values to Verify:

Registry Key	Description	Value
SmartAgentStateTimer	This key determines the time after the Peripheral Interface Manager (PIM) issues an agent state query to determine the agent state. This smart timer is a requirement for Call Management System (CMS)-less configurations. The timer starts when an agent enters a state where the PIM does not see subsequent agent state changes.	999

TimedACWDefaultSec	<p>For monitored agent stations, this key specifies the default timed After-Call Work value used if the automatic call distributor (ACD) does not go through a Timed After-Call Work Vector Directory Number (VDN) or Skillgroup, or no timed After-Call Work value is found in the Peripheral Monitor Table for the VDN and skillgroup through which the call passed. The Timed After-Call Work timer for the agent becomes active when the agent disconnects from an ACD call. This timer is canceled if the agent enters a state (for example, talking) where the PIM no longer needs to determine the end of the timed After-Call Work period.</p>	20
ACDHoldoffAsaiAvailable	<p>This key includes an agent's disposition at the end of an ACD call. If the value for this key is TRUE (1) on the ACD Call End, the agent's work mode is set to MANUAL_IN (WORK_READY). If the value is FALSE (0), the agent's disposition at the end of an ACD Call is determined through a number of factors that include the agent workmode at the time the call connected to the agent and timed</p>	1

	After-Call Work values (if any).	
ACWCallIsAgentWorkReady	If the value for this key is TRUE (1), an After-Call Work-OUT or After-Call Work-IN call while the agent is in the WORK_READY state leaves the agent state in WORK_READY. Otherwise, the agents state changes to TALKING. This affects agent state reports.	1
VQAgentStateMask	This registry key sets the state of an agent. If the value for this key is set to 1 (0x4000), the PG queries the DEFINITY ACD to determine the agent state after the TimedACW timer period expires. If the value for this key is set to 0, the agent automatically transitions to the Available state. You must manually add this registry key because this key is not created during installation.	1

Note: Cycle the PG services after you make any changes.

Along with the registry key modification, you must set `/monitoragent n` as the configuration parameter (see Figure 1).

Complete these steps in order to set the required value in the Configuration parameters field:

1. Click **Start > Programs > ICM Admin Workstation > Configuration Manager**.

The Configuration Manager menu appears.

2. Select **Tools > Explorer Tools > PG Explorer**.

The PG Explorer window appears.

3. Select Avaya DEFINITY ACD.
4. Type **/monitoragent n** in the Configuration parameters field.

Figure 1 Set Configuration Parameters Through PG Explorer

The screenshot shows a configuration form with the following fields and values:

Name:	* Definity_PG
Client type:	* Definity ECS EAS
Configuration parameters:	/monitoragent n
Description:	
Physical controller description:	
Primary CTI address:	10.10.10.1
Secondary CTI address:	

5. Click **Save**.

When you specify this value for Configuration parameters, the PG no longer monitors an agent who has logged in.

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IP Communications and Video: Contact Center

Related Information

- **Technical Support & Documentation – Cisco Systems**

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