

Agent Fails to Connect to Customer on the Cisco Outbound Option

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Introduction

This document describes one reason why an agent fails to connect with the customer in the Cisco Outbound Option environment.

The Outbound Dialer successfully reserves the agent, the customer telephone rings, and the customer answers the phone. However, the phone fails to transfer to the agent.

Prerequisites

Requirements

Readers of this document should have knowledge of these topics:

- Cisco Intelligent Contact Management (ICM)
- Cisco Outbound Option
- Cisco CallManager

Components Used

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

- Cisco ICM version 5.x
- Cisco Outbound Option version 5.0 and later
- Cisco CallManager 3.x 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

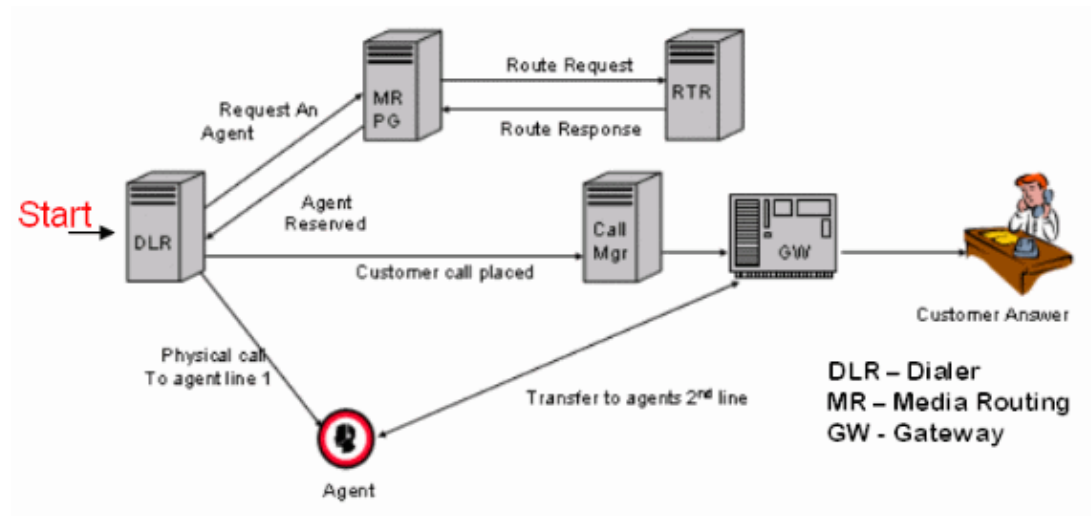
For more information on document conventions, refer to the Cisco Technical Tips Conventions.

Background

The call flow for Cisco Outbound Option is shown in Figure 1. The detailed steps follow:

1. Dialer requests an agent through the Media Routing Peripheral Gateway (PG) interface.
2. Router runs a route script that returns an available agent.
3. Dialer places a call to the agent to maintain the reservation call.
4. Dialer places a call to the customer.
5. Dialer initiates an inline transfer of the customer call to the agent phone.
6. Customer call arrives on the agent phone through the second-line appearance.
7. Customer call is answered through the CTI Server by the Dialer.
8. Reservation call is dropped.

Figure 1: Cisco Outbound Option Call Flow



Problem

The Outbound Option successfully reserves the agent, the customer phone rings, and the customer answers the phone. But the phone fails to transfer to the agent.

The Outbound Option fails to connect to the customer. The failing sequence follows:

1. An agent is successfully requested.
2. The call is successfully placed to the customer.
3. The customer answers the call.
4. The call fails to transfer to agent.
5. The call is disconnected.

Solution

This is a configuration issue. The Outbound Option is unable to transfer customer calls to agents unless all agent phones have the **Call Waiting** feature enabled on their phones. This feature must be enabled on CallManager. A correct configuration is shown in Figure 2. Turn on Call Waiting on CallManager to fix the problem.

Figure 2: Call Waiting Setting

| | |
|----------------------------------|--|
| Directory Number | |
| Directory Number* | <input type="text" value="1305"/> |
| Partition | <input type="text" value="< None >"/> |
| Directory Number Settings | |
| Voice Mail Profile | <input type="text" value="< None >"/> (Choose <None> to use default) |
| Calling Search Space | <input type="text" value="< None >"/> |
| AAR Group | <input type="text" value="< None >"/> |
| User Hold Audio Source | <input type="text" value="< None >"/> |
| Network Hold Audio Source | <input type="text" value="< None >"/> |
| Call Waiting | <input type="text" value="On"/> ← |
| Auto Answer | Not available on this device. |

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