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Detection of a Disconnected Call in an IPCC Express Script

Document ID: 63449

Introduction

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Introduction

This document describes a script used for detection of a disconnected call in the Cisco IP Contact Center (IPCC) Express script with the **On Exception Goto** step in a IPCC Express environment.

Note: The **On Exception Goto** step should never be used when CRS is installed as an IP-IVR or QueueManager, as it will cause call routing issues in an IPCC Enterprise environment. Only use the **On Exception Goto** step for IPCC Express scripts or scripts that do not involve ICM Translation-Routing / ICM Post-Routing applications.

Prerequisites

Requirements

Readers of this document should have knowledge of these topics:

- Cisco CallManager
- Cisco Customer Response Solutions (CRS)
- Cisco CRS Editor

Components Used

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

- Cisco CallManager version 3.x and later
- Cisco CRS version 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

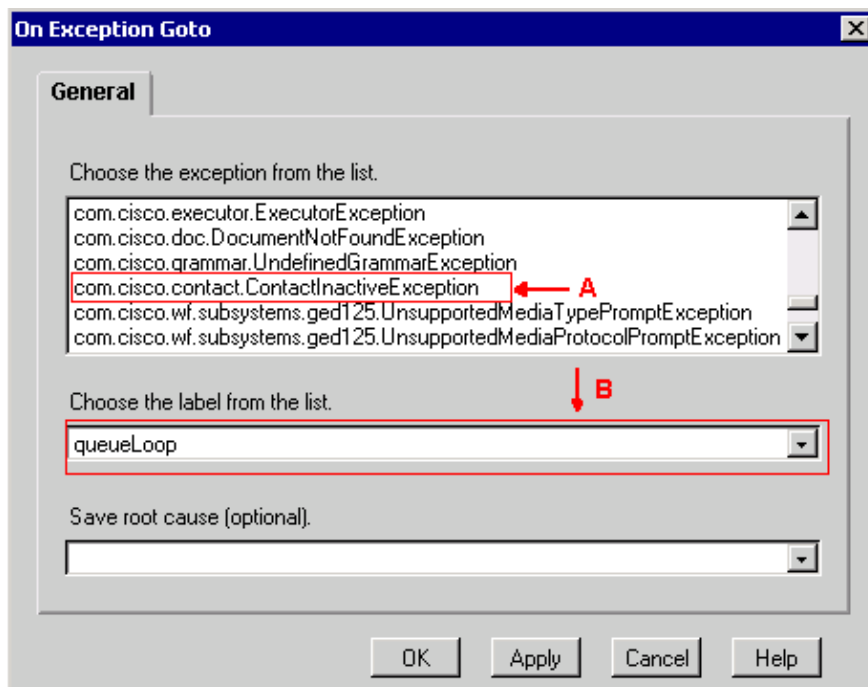
For more information on document conventions, refer to the Cisco Technical Tips Conventions.

Background

Use the **On Exception Goto** step to determine problems that may occur while the script is executed and allow a graceful exit from the problem. Any script steps can be included in the Exception Flow branch used to respond to the exception.

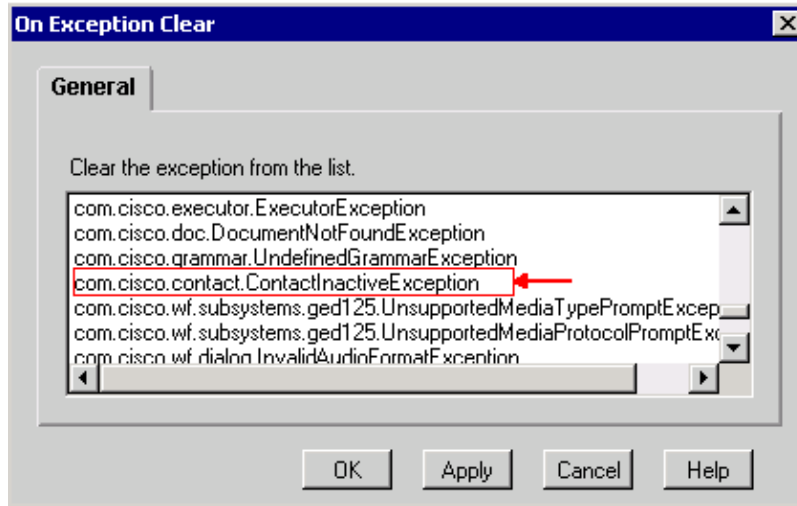
When the caller hangs up, the contact with the agent is terminated. An exception named **ContactInactiveException** is created. The **On Exception Goto** step can be used to determine this exception, indicated by the A arrow in Figure 1. The **On Exception Goto** step relies on the termination of the contact, and the **ContactInactiveException** triggers this step. This step catches the exception and go to the label specified, as shown by B in Figure 1. Under the label, one can execute any other script steps, which do not rely on the contact between the agent and the caller, such as Document steps, Database steps, and more.

Figure 1: On Exception Goto



Use the **On Exception Clear** step to cancel this exception inside the destination label, as shown in Figure 2. This avoids a potential continuous loop.

Figure 2: On Exception Clear



Flow Control

The IP IVR script, shown in Figure 3, is not a production script. It is provided purely for description purposes. Typically, this script answers the call, plays a prompt, and records a message. The flow control follows:

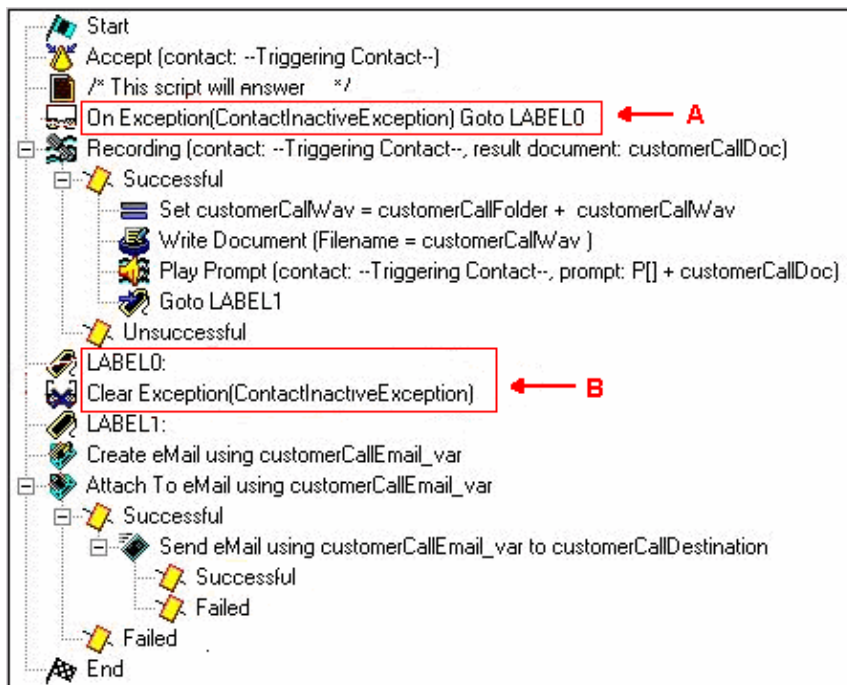
- Answer the call
- Record the message and create a file
- Play the recorded message
- Create an e-mail with an attached file (message just recorded)
- Send the e-mail

In an abnormal termination, `ContactInactiveException` is generated and the control passes to **LABEL0**, indicated by the A arrow in Figure 3. Under **LABEL0**, issue **On Exception Clear** to cancel the **ContactInactiveException**, shown by the B arrow in Figure 3.

If the caller hangs up after the message is recorded, the subsequent flow follows:

1. **Write Document** step (record) is executed until it reaches **Play Prompt** step.
2. Execute the **On Exception Goto** step. Control passes to **LABEL0**.
3. Execute the **On Exception Clear** step to cancel the outstanding **ContactInactiveException**.
4. Steps after **On Exception Clear** continue to execute.

Figure 3: Sample IP IVR Script



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IP Communications and Video: Contact Center

Related Information

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