

# CUIC Troubleshooting: When Calls Offered Is Less Than Calls Answered

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## Introduction

This document describes the details around the specific scenario where you will see calls offered less than calls answered in Unified Intelligence Center (CUIC) report.

## Prerequisites

## Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified Intelligence Center intergration with ICM DB(for reports.)
- The Core ICM componets ( Router, Logger, PG and AW/HDS)

## Components Used

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

- ICM 11.6
- CUIC 11.6

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, ensure that you understand the potential impact of any command.

## Problem

In CUIC if historical all fields report is run it will show multiple fields and some of them is calls offered and calls answered. In this report and multiple others it is expected that calls offered would be equal to or even more than calls answered. Though in this very unique scenario you will see calls answered actually more than calls offered.

## Solution

### Steps on how the data is written

1. ICM Router receives a new call and generates the InvokeID for this call.
2. Router sends the precall indicate to the device target and then marks the call as “offered”.
3. PG OPC periodically (by default , the interval is 3 seconds) sends the agent status update to the ICM router. ICM router will increase the “answered” count based on on the “InvokeID” and agent “talking” status.
4. Once the call is finished, OPC will flush the TCD record to the ICM Router then the Router will increase the “Handled” count by 1.

Note: Please note the frequency of TCD flush from OPC to Router is depending on the registry MaxNumTCDBuffered in the PG server. If the call volume is very high, the TCD flush will be more frequently.

### **Cause of the issue**

1. In summary, Router generates the “CallsOffered” count when it routes the call to the device target.
2. The CallsAnswered count is triggered by the periodic agent status update while the CallsHandled count is based on the TCD record when the call is ended.
3. What is important here is to note that when there is a scenario where a call which is very short (less than 3 seconds) , TCD flush will arrive prior to the agent status update.
4. Thus the Call\_Type\_Interval table will have less CallsAnswered count than the CallsHandled count.

To summarize;  $\text{Calls Offered} == \text{Calls Answered} + \text{Calls Abandoned}$  // this statement can not be true entirely and more correlation of data from skill\_group table would be required.

### **Workaround**

A workaround “may be” to review the skill\_group related half hour/interval table for reporting or increase the TCDflush interval (this particular step wont be recommended unless BU identifies there is a pressing need to do so). If CUIC stock reports aren’t really beneficial here and customer want to go with a custom report, then unfortunately then this is beyond the TAC’s troubleshooting situation. So we recommend you to coordinate more queries with the [Cisco Devnet Team](#) .