UCCE SIP Dialer Behavior with Special Information Tones

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Introduction

This document describes the behavior of the Session Initiation Protocol (SIP) dialer in the Cisco Unified Contact Center Enterprise (UCCE) environment when the gateway sends a Call Progress Analysis (CPA) *UPDATE* message before the *200 Ok OFF HOOK* event.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco UCCE
- Cisco UCCE Release 8.x SIP or Skinny Client Control Protocol (SCCP) dialer

Components Used

The information in this document is based on the Cisco UCCE outbound dialer.

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.

Problem

The SIP dialer cancels calls and a Code 2 error (*DIAL_ERROR*) message appears when the gateway sends the update message for the CPA analysis before the *200 Ok* for the off−hook message.

This image illustrates the process flow:
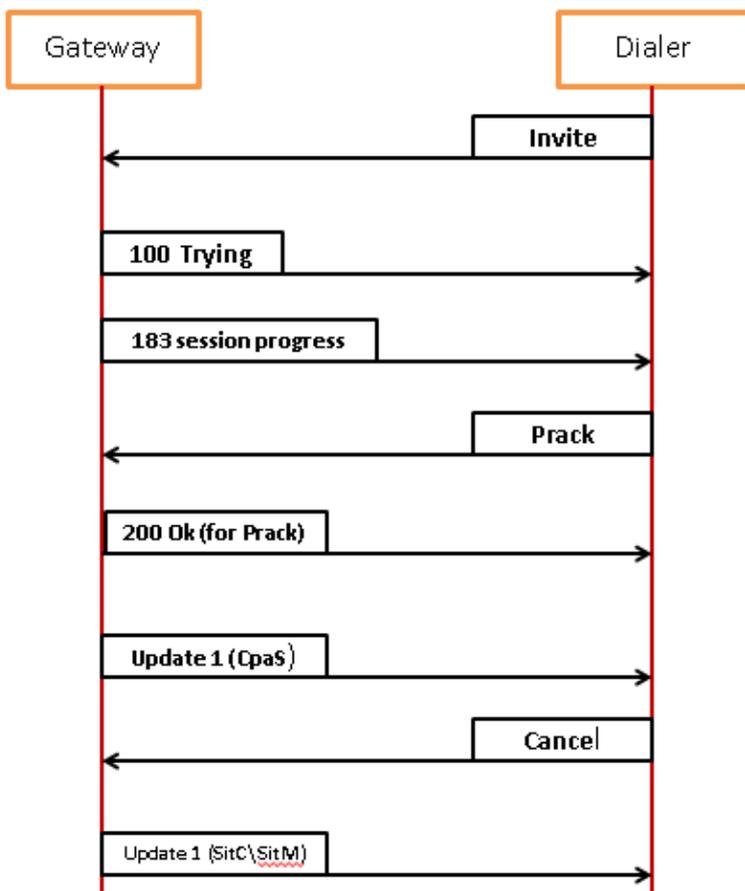
The dialer cancels the call because it does not see the **200 Ok** message for the original invite that comes from the gateway.

This behavior is expected if the call is an actual voice, an answering machine, a fax machine, or a similar type of call. In this situation, Telco must send the **ISDN Q.931 CONNECT** message so that the gateway can generate the **200 Ok** message and forward it to the dialer.

However, in some cases, Telco cannot complete the call and conveys the reason to the gateway with Special Information Tones (SITs). This response is followed by a recorded announcement that describes the problem.

Note: Refer to the Special information tones Wikipedia article for more information.

When these tones are sent instead of the **ISDN Q.931 CONNECT** message, the gateway CPA processing module detects it and sends an **SIP UPDATE** message to the dialer instead of the **200 Ok** message, which causes the dialer to cancel the calls with the false Code 2 error. In addition, the gateway establishes the media path and passes the announcement message to the dialer.

Solution

In order to correct the dialer behavior in regards to SIT calls, you must install **ES_4** on the Version 9.0(4) code. Refer to Cisco bug ID CSCuj55253 for more information.

Note: This solution is only true for the SIT M and SIT C calls. With other types of calls, such as voice, answering machine, or fax calls, Telco must send the **ISDN Q.931 CONNECT** message. This allows the gateway to generate the **200 Ok** message for the dialer. If an Early Media offer is provided by the Public Switched Telephone Network (PSTN), then engage the gateway Technical Assistance Center (TAC) and the

provider teams in order to correct the issue.