Tunneled Q Signaling (QSIG) Data causes Outbound Agent not Ready for 18 minutes

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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 Bye Message after it did not detect Answer machine Termination Tone.

Problem: Tunneled Q Signaling (QSIG) Data causes Outbound Agent not Ready for 18 minutes

UCCE version 10.x

Call Flow : PSTN ←—— QSIG — Gateway ←—— SIP —— Dialer

Dialer Configuration: Transfer to IVR Route Point and Terminate Tone Detect have been ticked
When the gateway detects an Answer machine, but did not determine Answer machine Termination Tone, it sends a Bye message to the SIP dialer. The SIP dialer sends back “SIP/2.0 415 Unsupported Media Type.” In this case, the call cannot be terminated and the agent cannot return to the ready status for approximately 18 minutes.

When the Gateway sends CPA with AsmT (answer machine termination Tone), then the call can be referred to the VRU leg.
Solution

Analysis:

the QSIG message encapsulated in the SIP messaging contains **A multipart-MIME body**.

A Multipart-MIME body—message part containing the tunneled QSIG data.

In the SIP TDM gateway scenario, there are two options—raw message (rawmsg) and
unconditional. The rawmsg option specifies tunneling of only raw message (application/qsig or application/x-q931). The unconditional option specifies tunneling of all additional message bodies, such as GTD and raw message (application/qsig or application/x-q931).

You should expect a SIP 415 final response message (Unsupported Media Type) if the User Agent Server (UAS) is unable to process tunneled QSIG or Q.931 messages


Multipart-MIME body has been seen from the Bye message (GW —> Dialer):

13:46:21:865 dialer-baDialer Trace: (RESIP) Received an unsupported mime type: multipart/mixed;boundary=uniqueBoundary for SipReq: BYE 10000@10.240.112.25:58800 cid=875d601c-803f1b7c-0f42dd21-1739f77c tid=5A5EF5141D cseq=BYE / 103 from(wire).
13:46:21:865 dialer-baDialer Trace: (RESIP) SEND: SipResp: 415 cid=875d601c-803f1b7c-0f42dd21-1739f77c tid=5A5EF5141D cseq=BYE / 103 from(tu).
13:46:21:865 dialer-baDialer Trace: (RESIP) Failed content validation BYE sip:10000@10.240.112.25:58800 SIP/2.0
Via: SIP/2.0/UDP 10.240.112.248:5060;branch=z9hG4bK5A5EF5141D
Max-Forwards: 70
To: <sip:10000@10.240.112.25>;tag=643e4c04
From: <sip:8880411590226@10.240.112.248>;tag=3A39A434-71F
Call-ID: 875d601c-803f1b7c-0f42dd21-1739f77c
CSeq: 103 BYE
Content-Type: multipart/mixed;boundary=uniqueBoundary
Date: Sat, 16 Apr 2016 03:46:10 GMT
MIME-Version: 1.0
Timestamp: 1460778381
User-Agent: Cisco-SIPGateway/IOS-15.4.3.M3
Reason: Q.850;cause=16
Content-Length: 281
P-RTP-Stat: PS=0,OS=0,PR=0,OR=0,PL=0,JI=1,LA=0,DU=11

--uniqueBoundary
Content-Type: application/x-q931
Content-Disposition: signal;handling=optional
Content-Length: 11

--uniqueBoundary
Content-Type: application/gtd
Content-Disposition: signal;handling=optional

REL,
PRN, isdn*, , NET5* ,

< Bye message from Gateway >

From badialer Message

13:46:21:865 dialer-baDialer Trace: (RESIP) Received an unsupported mime type:
After apply this, there is not Multiple-MIME has been forward to Dialer, and the problem Solved.