Troubleshoot UCCX Finesse Barge-In Feature Issues

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Introduction

This document describes how to troubleshoot problems that are encountered with the barge-in feature in the Cisco Unified Contact Center Express (UCCX) Finesse due to certain configuration settings on the Cisco Unified Communications Manager (CUCM).

Background Information

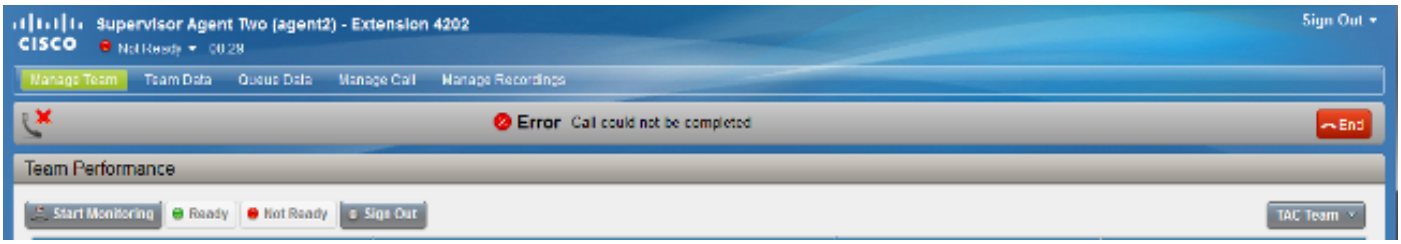
The UCCX Finesse supervisor *barge-in* feature is invoked when the supervisor monitors an agent call, and then clicks the **barge-in** button in order to be joined into the call, which establishes a conference. Certain configurations on the CUCM can lead to failures in the barge-in operation.

Problems

This section describes two of the most common issues that are encountered in regards to the use of the barge-in feature.

Error – Call Could Not Be Completed

When a supervisor clicks **barge-in**, there is a delay of several seconds on the supervisor Finesse session, followed by this error message:



After the error appears, the consult leg of the barge-in operation might still appear as a regular inbound call that is not automatically answered. However, the error message does not clear from

the supervisor desktop.

Supervisor Hears Busy Signal After Barge Operation

When a supervisor clicks **barge-in**, a conference call is received from the agent phone and is automatically answered, but only a busy signal is heard by the supervisor. The agent and caller conversation continues uninterrupted without the supervisor. The failed call leg cannot be dropped via Finesse and must be dropped via the supervisor phone. The monitoring session must be restarted by the supervisor.

Solutions

This section provides solutions for the problems that are described in the previous section.

Error – Call Could Not Be Completed

This problem often arises when the agent device cannot immediately find a single match in the dial plan for the supervisor Directory Number (DN) that attempts to conference into the call. For example, if the supervisor DN is 4202, and longer potential matches exist in partitions that the agent DN searches (such as 42022 or 4202X), the agent phone does not attempt to connect to the supervisor phone until the interdigit time-out expires. By that time, the Finesse supervisor times-out due to the extended wait time for the call from the agent phone and displays the **Error – Call could not be completed** message.

In order to resolve this problem, ensure that the supervisor DNs trigger a unique match when the last digit of the supervisor DN is entered into the agent phone.

Supervisor Hears Busy Signal After Barge Operation

This problem can arise when the phone is unable to set up the barge-in conference because of a lack of media resources when the supervisor phone has recording enabled. This is because the supervisor phone might send the monitoring stream in G.711 to a recording server (such as MediaSense), whereas the barge-in feature attempts to use G.722. The Cisco CallManager (CCM) logs show a capabilities mismatch, which indicates that a transcoder is required:

```
75376355.009 |10:11:28.461 |AppInfo |DET-MediaManager-(994)::preCheckCapabilities,
caps mismatch! Xcoder Reqd. kbps(64), filtered A[capCount=1 (Cap,ptime)= (6,20)],
B[capCount=2 (Cap,ptime)= (4,80) (2,80)] allowMTP=0 numXcoderRequired=1 xcodingSide=1
```

If a transcoder is not available, a service parameter can avoid the need for one. From the CCM Administration page, navigate to **System > Service Parameters**. Choose a CUCM node and the Call Manager service, and then scroll down to **Clusterwide Parameters** (System - Localization and Region). Choose **Enabled for All Devices Except Recording-Enabled Devices** for the *G.722 Codec Enabled* setting:

Service Parameter Configuration

Related Links: Para

Save | Set to Default | Advanced

Clusterwide Parameters (System - SDL)

SDL Listening Port Number *	8002	8002
SDL Max Router Latency *	20	20
Suppress Debug Info for Router Death *	0	0
Asynchronous SDL Logging Enabled *	False	False

Clusterwide Parameters (System - Location and Region)

Enforce Millisecond Packet Size *	True	True
Locations Trace Details Enabled *	False	False
Preferred G.711 Millisecond Packet Size *	20	20
Preferred G.722 Millisecond Packet Size *	20	20
Preferred G.723.1 Millisecond Packet Size *	30	30
Preferred G.729 Millisecond Packet Size *	20	20
Always Use Preferred G.729 Packet Size For SIP Trunk Answers *	False	False
Preferred GSM EFR Bytes Packet Size *	31	31
G.711 A-law Codec Enabled *	Enabled for All Devices	Enabled for All Devices
G.711 mu-law Codec Enabled *	Enabled for All Devices	Enabled for All Devices
G.722 Codec Enabled *	Enabled for All Devices Except Recording-Enabled Dev	Enabled for All Devices
iLBC Codec Enabled *	Enabled for All Devices	Enabled for All Devices
iSAC Codec Enabled *	Enabled for All Devices	Enabled for All Devices