

# Troubleshoot CVP Courtesy Callback (CCB) Issue when EWT in the ICM is More than 30 Minutes

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## Introduction

This document describes how to troubleshoot the Cisco Customer Voice Portal (CVP) CCB issue when Estimated Wait Time (EWT) in the ICM is set to more than 30 minutes.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- CVP Courtesy Callback
- Cisco Unified Intelligent Contact Management (ICM), Cisco Unified Contact Center Enterprise (UCCE) Deployments

### Components Used

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

- CVP Server 9.0(1)
- UCCE 9.0(1)
- Voice XML (VXML) gateway
- Cisco Unified Border Element (CUBE)
- Cisco Unified Communication Manager (CUCM)

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 Summary

Courtesy callback is not offered, when Estimated Wait Time (EWT) in the ICM is set more than 30 minutes.

Consider this scenario:

When a caller makes a call, a callback is offered and accepted. The callback is initiated and the caller answers the call. After 250-260 sec the callback entry on the Reporting Server portal gets erased and as a result no Courtesy Callback is offered.

## Possible Causes

When EWT in the ICM is set more than 30 minutes, the callback entry on the Reporting Server gets erased and as a result the Courtesy Callback is not offered. This is because the Gateway terminates the VRU leg by sending BYE which Unified CVP uses for any callback. As a result, Unified CVP erases all call details of the call and as result the callback is not made. It is found that a possible SIP session time out causes this behavior.

## Recommended Action

This configuration has to be made on the Ingress gateway/CUBE:

```
voice service voip
  sip
  min-se 7200 session-expires 7200
```

**Note:** In addition to the above configuration, the session expire in the CUCM should also be changed to a higher value (7200), otherwise the callback fails in Unified CVP due to SIP error response 422(session expire value too low) from Gateway.