

Configuration of Cisco Unified Customer Voice Portal (CVP) Ring On No Answer (RONA)

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Introduction

This document describes the configuration of CVP RONA.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- ICM Script Editor
- CVP Comprehensive Call Flow

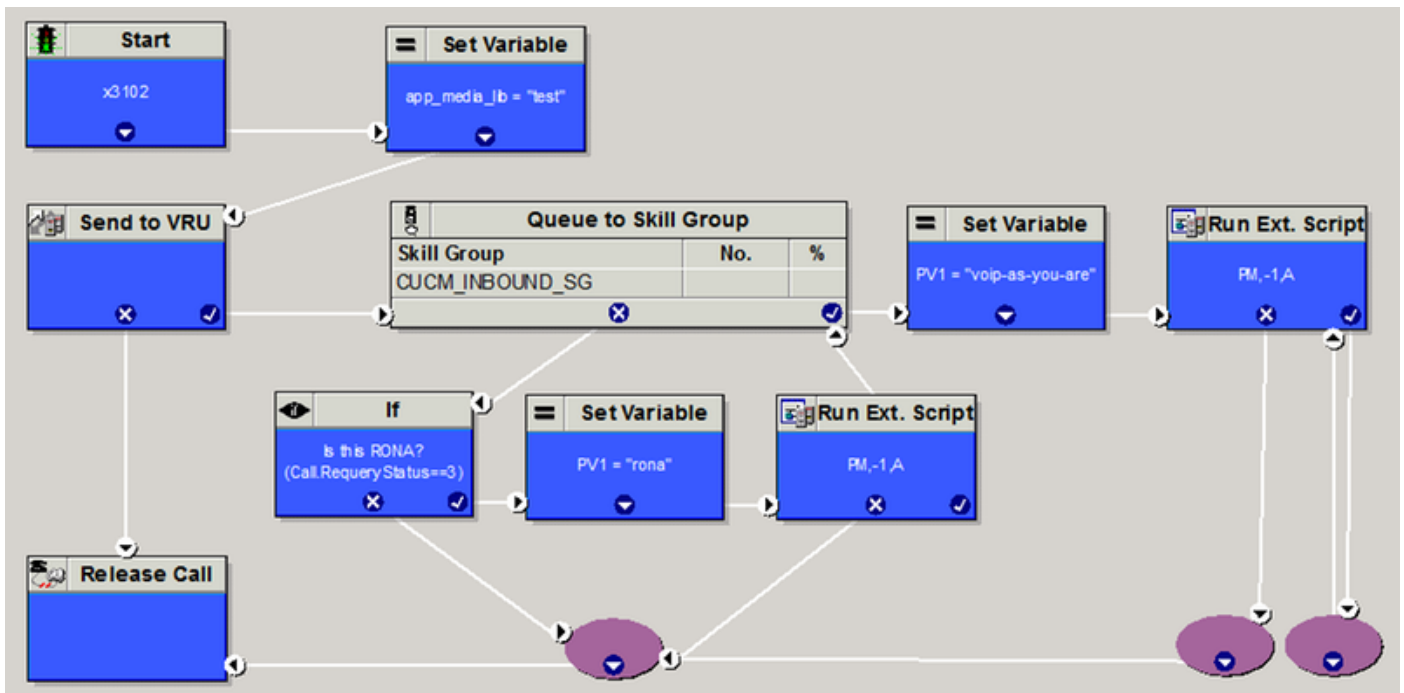
Components Used

The information in this document is based on CVP 10.5.

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.

Configuration

CVP RONA configuration example:



Note: In a real life scenario you increase priority (Queue Priority node) for RONA'ed call (Requery Status of 3) to the right from the **Queue to Skill Group** node.

Table 2: RequeryStatus Variables

Requery Status Variable	Description
REQUERY_ANSWER (0)	CallRouter internal use. Script ends and the call was successfully sent to the chosen target. Not visible to users.
REQUERY_ROUTE_SELECT_FAILURE (1)	Routing client generated an error code from ReRouteReq msg indicating a Route Select failure
REQUERY_CALLED_PARTY_BUSY (2)	Routing client generated error code from ReRouteReq msg indicating the called party is busy
REQUERY_NO_ANSWER (3)	Routing client generated an error code from ReRouteReq msg indicating no answer
REQUERY_ERROR (4)	CallRouter generated an error code. The attempt to send the call to target failed because the target was not reachable (i.e., busy, ring no answer).
REQUERY_TIMED_OUT (5)	CallRouter internal use. Script ends. The attempt to send the call to target failed because the Routing Client did not respond within the DivertOnBusyCallTimeout period. Not visible to users.
REQUERY_ABORTED (6)	CallRouter internal use. Script ends. The attempt to send the call to target failed because the caller hung up or the call was lost. Not visible to users. In the case of ABANDON and DISCONNECT, the CallRouter assumes the call has ended and ends the script. The RequeryStatus value is set to 6, indicating REQUERY_ABORTED. This is used for the internal workings of the CallRouter but is not visible to users. Which Nodes Support Target

Logs

```
1014: 10.48.52.114: Aug 19 2015 08:00:08.677 +0200: %CVP_10_5_SIP-7-CALL: {Thrd=pool-1-thread-483-SIP-7271} CALLGUID = 898D530000010000000000052A2F300A LEGID =
```

898D530000010000000000052A2F300A-143996400867730 - [OUTBOUND]: INVITE TO
<sip:1001@cucm.mpagacz.local;transport=tcp> FROM 1003 <sip:1003@10.48.52.114:5060> EXPIRES[12]
100REL[Unsupported]

1012: 10.48.52.114: Aug 19 2015 08:00:08.677 +0200: %CVP_10_5_SIP-7-CALL: {Thrd=pool-1-thread-483-SIP-7271} RONA matched 1001 to TimeoutMatcher: patterns like 1> will use RONA of 12

Note: CANCEL message is missing in log if DynamicSoft SIP stack is not enabled.

1019: 10.48.52.114: Aug 19 2015 08:00:20.751 +0200: %CVP_10_5_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.10} CALLGUID = 898D530000010000000000052A2F300A LEGID =
898D530000010000000000052A2F300A-143996400867730 - [OUTBOUND] - DsSipInviteDialog -
<sip:1001@cucm.mpagacz.local;transport=tcp>;tag=12868~2cbe41d3-abc7-445a-80dc-5c5aa0183504-
21359299 - 1 REJECTED WITH 487 - Request Terminated

1103: 10.48.52.114: Aug 19 2015 08:00:31.437 +0200: %CVP_10_5_SIP-7-CALL: {Thrd=pool-1-thread-523-SIP-7289} CALLGUID = 898D530000010000000000052A2F300A LEGID =
898D530000010000000000052A2F300A-143996403143734 - [OUTBOUND]: INVITE TO
<sip:1001@cucm.mpagacz.local;transport=tcp> FROM 1003 <sip:1003@10.48.52.114:5060> EXPIRES[12]
100REL[Unsupported]

1122: 10.48.52.114: Aug 19 2015 08:00:34.323 +0200: %CVP_10_5_SIP-7-CALL: {Thrd=pool-1-thread-1-SIP-7296} CALLGUID = 898D530000010000000000052A2F300A LEGID =
898D530000010000000000052A2F300A-143996403143734 - [OUTBOUND]: Acked the invite.

1131: 10.48.52.114: Aug 19 2015 08:00:43.746 +0200: %CVP_10_5_SIP-7-CALL: {Thrd=pool-1-thread-16-SIP-7298} CALLGUID = 898D530000010000000000052A2F300A LEGID = 4C536E9D-456B11E5-AAB9925E-21C1F61E - [INBOUND]: Terminated with Q.850;cause=16

Note: [INBOUND] Or [OUTBOUND]: "Terminated with Q.850;cause=16" depends on the party which hanged up.

If DynamicSoft SIP stack is enabled:

61430: 10.48.52.114: Aug 19 2015 08:00:08.677 +0200: %_Connection-7-
com.dynamicsoft.DsLibs.DsUALibs.DsSipLlApi.Connection: Sending Message (NB): INVITE
sip:1001@cucm.mpagacz.local;transport=tcp SIP/2.0
Via: SIP/2.0/TCP 10.48.52.114:5060;branch=z9hG4bKVEV12Ph9elc3OUAEfEUWtw~34931
To: <sip:1001@cucm.mpagacz.local;transport=tcp>
From: 1003 <sip:1003@10.48.52.114:5060>;tag=dsd3ec56bf
Call-ID: 898D530000010000000000052A2F300A-143996400867730@10.48.52.114
CSeq: 1 INVITE
Expires: 12

61508: 10.48.52.114: Aug 19 2015 08:00:20.689 +0200: %_Connection-7-
com.dynamicsoft.DsLibs.DsUALibs.DsSipLlApi.Connection: Sending Message (NB): CANCEL
sip:1001@cucm.mpagacz.local;transport=tcp SIP/2.0
Via: SIP/2.0/TCP 10.48.52.114:5060;branch=z9hG4bKVEV12Ph9elc3OUAEfEUWtw~34931
To: <sip:1001@cucm.mpagacz.local;transport=tcp>
From: 1003 <sip:1003@10.48.52.114:5060>;tag=dsd3ec56bf
Call-ID: 898D530000010000000000052A2F300A-143996400867730@10.48.52.114
CSeq: 1 CANCEL

61527: 10.48.52.114: Aug 19 2015 08:00:20.736 +0200: %_Connection-7-
com.dynamicsoft.DsLibs.DsUALibs.DsSipLlApi.Connection: Composed Message:
SIP/2.0 487 Request Cancelled
Via: SIP/2.0/TCP 10.48.52.114:5060;branch=z9hG4bKVEV12Ph9elc3OUAEfEUWtw~34931
From: 1003 <sip:1003@10.48.52.114:5060>;tag=dsd3ec56bf
To: <sip:1001@cucm.mpagacz.local;transport=tcp>;tag=12868~2cbe41d3-abc7-445a-80dc-5c5aa0183504-21359299

Call-ID: 898D530000010000000000052A2F300A-143996400867730@10.48.52.114
CSeq: 1 INVITE

After the CVP RNATimeout expires, the VRU sends an EventReport w/NoAnswer to the Router:

```
08:00:21:862 PG1A-pim3 Trace: VRU->PG:EVENT_REPORT(16 bytes):DID=23 SendSeq#=3
EventCode=NoAnswer(3).
08:00:21:862 PG1A-pim3 Trace: ToRouter_ReRouteReq:REROUTE_REQ RCID=5004 PID=5000 GrpDelKey=0
Reason=3.
08:00:21:706 ra-rtr Trace: (23 24 27 : 0 0) ReRoute: Reason=3 CallState=15..
```

RONA timer set when call arrives and canceled when call is answered:

```
08:00:10:012 PG1A-pim1 Trace: ScheduleAgentTimer: type = agentTimerRingTimeout, seconds = 10,
callback = 16787226.
08:00:21:850 PG1A-pim1 Trace: CancelAgentTimer: type = agentTimerRingTimeout.
```

If RNA goes off:

```
08:00:19:996 PG1A-pim1 Trace: ProcessRingTimeout: Agent failed to answer alerting line.
AgentID=1 DeviceNetworkTargetID=100003 NumAcidCalls: 0.
```

Reporting

Comprehensive Call Flow (RCK=201) vs Comprehensive Call Flow w/RONA (RCK=202)

DateTime	RouterCallKey
2015-08-19 07:54:32.180	201
2015-08-19 08:00:35.187	202

(2 row(s) affected)

DateTime	RouterCallKey	Per.	DNIS	CallDisposition	
2015-08-19 07:54:26.247	201	CVP	8888888888	13	1
2015-08-19 07:54:36.247	201	CUCM	1001	13	1
2015-08-19 07:54:38.247	201	CVP	3102	52	1
2015-08-19 08:00:09.260	202	CVP	8888888888	13	1
2015-08-19 08:00:21.760	202	CUCM	1001	19	6
2015-08-19 08:00:32.260	202	CVP	8888888888	13	1
2015-08-19 08:00:42.760	202	CUCM	1001	13	1
2015-08-19 08:00:44.760	202	CVP	3102	52	1

(8 row(s) affected)

Deviations

Target Requery disabled, Call Router immediately responds with Release for EventReport

w/NoAnswer and CVP hangs up the call:

```
10:17:47:505 PG1A-pim3 Trace: VRU->PG:EVENT_REPORT(16 bytes):DID=31 SendSeq#=3  
EventCode=NoAnswer(3).  
10:17:47:509 PG1A-pim3 Trace: PG->VRU:RELEASE(16 bytes):DID=31 SendSeq#=3 Cause=1.  
10:17:47:511 PG1A-pim3 Trace: VRU->PG:EVENT_REPORT(22 bytes):DID=31 SendSeq#=4  
EventCode=Disconnect(6) CauseCode=NormalComplete(1).
```

Known Defects

Retain agent state as Ready after CVP RONA: [CSCuc72315](#) and [CSCuq74727](#)