

Configuración del timbre del Cisco Unified Customer Voice Portal (CVP) en ninguna respuesta (RONA)

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Introducción

Este documento describe la configuración del CVP RONA.

Prerrequisitos

Requisitos

Cisco recomienda que tenga conocimiento sobre estos temas:

- Editor de secuencia de comandos ICM
- Flujo de llamada completo del CVP

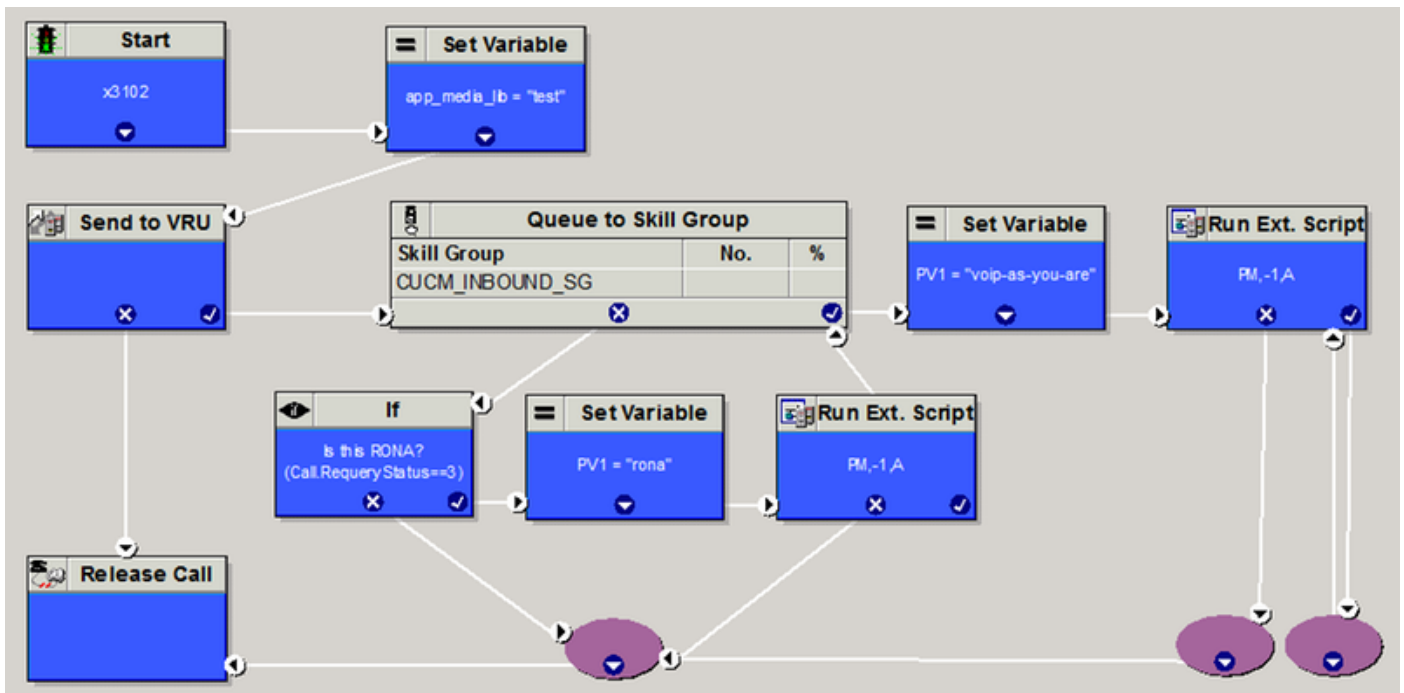
Componentes Utilizados

La información en este documento se basa en el CVP 10.5.

La información que contiene este documento se creó a partir de los dispositivos en un ambiente de laboratorio específico. Todos los dispositivos que se utilizan en este documento se pusieron en funcionamiento con una configuración verificada (predeterminada). Si la red está funcionando, asegúrese de haber comprendido el impacto que puede tener cualquier comando.

Configuración

Ejemplo de configuración del CVP RONA:



Note: En un escenario en la realidad usted aumenta la prioridad (nodo de la Prioridad de la cola) para la llamada de RONA'ed (estatus de Requery de 3) a la derecha de la **cola** al nodo del **grupo de capacidades**.

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

Registros

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: El mensaje de cancelación falta en el registro si el stack del SORBO de DynamicSoft no se habilita.

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] o [OUTBOUND]: "Terminado con Q.850;cause=16" depende del partido que colgó para arriba.

Si se habilita el stack del SORBO de DynamicSoft:

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=z9hg4bKEVEl2Ph9elc3OUAEfEUWtw~~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=z9hg4bKEVEl2Ph9elc3OUAEfEUWtw~~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=z9hG4bKEVEl2Ph9elc3OUAEfEUWtw~~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: 898D53000001000000000052A2F300A-143996400867730@10.48.52.114
CSeq: 1 INVITE
```

Después de que expire el CVP RNATimeout, el VRU envía un EventReport w/NoAnswer al 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..
```

Temporizador RONA fijado cuando la llamada llega y canceló cuando se contesta la llamada:

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

Si se apaga el RNA:

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

Informes

Flujo de llamada completo (RCK=201) contra el flujo de llamada completo w/RONA (RCK=202)

RouterCallKey de la fecha y hora

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

(2 filas afectadas)

RouterCallKey de la fecha y hora por. CallDispositionFlag del CallDisposition DNIS

```
-----
-----
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 filas afectadas)

Desviaciones

La blanco Requery inhabilitado, router de llamadas responde inmediatamente con la versión para EventReport w/NoAnswer y CVP cuelga para arriba la llamada:

```
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).
```

Defectos conocidos

Conserve al estado de agente como listo después del CVP RONA: [CSCuc72315](#) y [CSCuq74727](#)