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Introduction

This document describes the steps needed to retain the agent state as READY after Redirect on No-Answer (RONA) behavior.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified Customer Voice Portal (CVP)
- Cisco Unified Contact Center Enterprise (UCCE)

Components Used

The information in this document is based on UCCE and CVP version 9.0(X) and above.

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: Retain Agent State as READY after CVP RONA

In a CVP Session Initiation Protocol (SIP) comprehensive call flow environment there are primarily three timers that needs to be set carefully to ensure proper RONA behavior.

- UCCE agent desk setting timer
- CVP RONA timer configured on the dialed number in operations console (OAMP)
- Cisco Unified Communications Manager (CUCM) call forward timer

The recommended configuration as outlined in this document states to have the timer logic set in this manner

<http://www.cisco.com/c/en/us/support/docs/voice-unified-communications/unified-customer-voice-portal/112149-rona-00.html>

Agent Desktop Timer < CVP Invite Timeout < CUCM call forward timer

Example: 10 seconds (Agent Desktop Timer) < 12 secs (CVP Invite Timeout) < 20 seconds CUCM Call forward timer

This allows CVP queuing platform (combined with router re-query) which has the control to take back and re-queue the call after the CVP RONA timer expiry. Also the agent desk setting timer which expires before the CVP sets the agent state to not ready.

But in certain cases customers do like to see agents maintaining there READY state even if the call under goes RONA timer expiration.

Solution

The workaround to achieve this solution is to configure Agent desk setting timer larger than that of CVP RONA timer.

Example configuration:

CVP RONA = 30s < Agent Desk Setting RONA =50s

With this logic UCCE never gets a chance to set the agent status to not ready as the call is taken away via the CVP RONA expiry before the agent desk setting timer is triggered.

However in this regard there are two related defects which affect this behaviour

1. Cisco Bug ID [CSCuc72315](#) : CVP ring no answer (RNA) results in call re-sent to same agent before set to NOT READY.

Explanation: When CVP RNA is set and there is only 1 agent available in a skill group, the call is rerouted back to the same agent before the router can set the agent to not ready. The way this defect is fixed is by adding a conditional check to the ConnectionCleared processing in the Peripheral Interface Manager (PIM) to check if re-query is enabled for this call or not. If re-query is enabled, don't make any agent state change if the agent is in reserved state and wait for the RequeryResultInd from Open Peripheral Controller (

Due to the above defect fix, in UCCE 9.0 and above customers do not have an option to keep agents in available state when CVP RNA occurs. To address this regression this defect was raised.

2. Cisco Bug ID [CSCuq74727](#) : Agent can't stay READY after RNA timeout from CVP.

Explanation: The fix for this defect provides customers the ability to control agent state using agent desk setting timer. As long as the agent desk settings RNA timer is not empty, and is greater than the CVP RNA timer, the PIM does not set the agent to NOT READY.