

Configuration de sonnerie du Portail Cisco Unified Customer Voice (CVP) sur le pas de réponse (RONA)

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Introduction

Ce document décrit la configuration de CVP RONA.

Conditions préalables

Conditions requises

Cisco vous recommande de prendre connaissance des rubriques suivantes :

- Script Editor missile aux performances améliorées
- Écoulement complet d'appel CVP

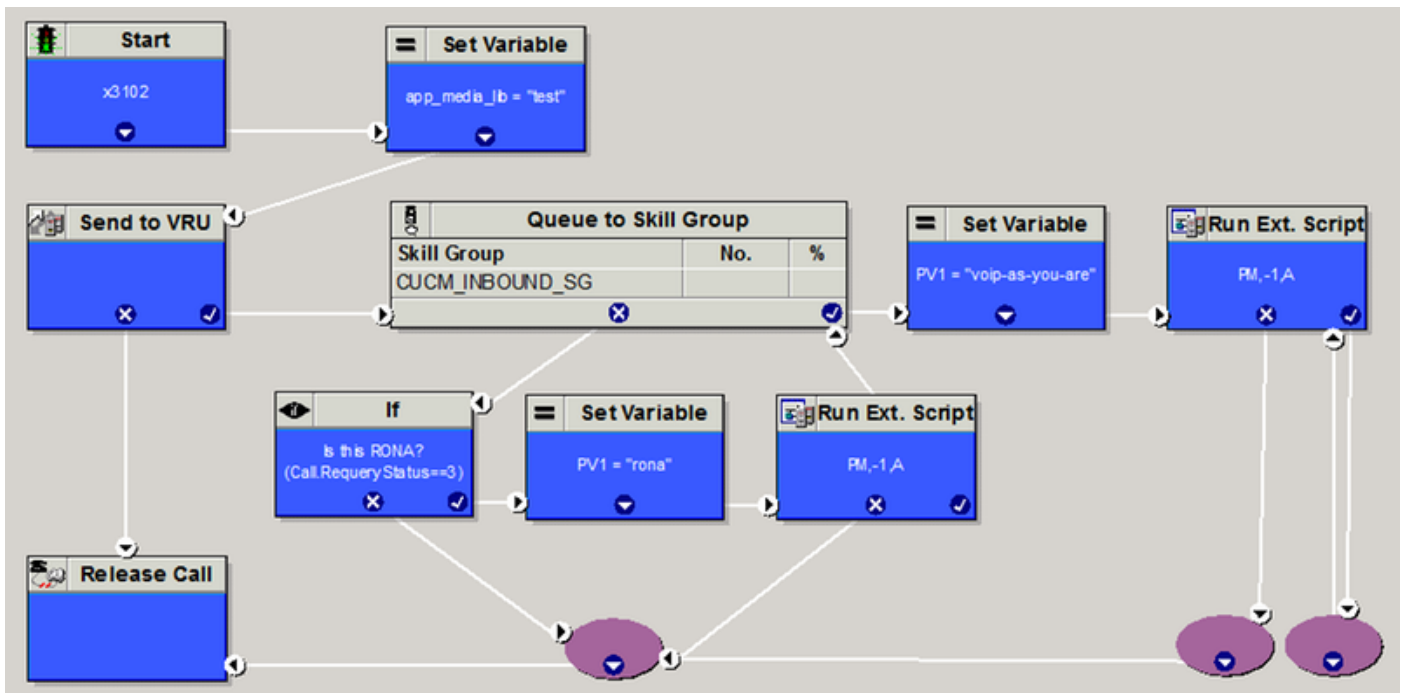
[Composants utilisés](#)

Les informations dans ce document sont basées sur CVP 10.5.

Les informations contenues dans ce document ont été créées à partir des périphériques d'un environnement de laboratoire spécifique. Tous les périphériques utilisés dans ce document ont démarré avec une configuration effacée (par défaut). Si votre réseau est opérationnel, assurez-vous que vous comprenez l'effet potentiel de toute commande.

Configuration

Exemple de configuration CVP RONA :



Remarque: Dans un scénario de vie réelle vous augmentez la priorité (noeud prioritaire de file d'attente) pour RONA ? appel d'ed (état de réinterrogation de 3) vers la droite de la file d'attente au noeud de groupe de compétences.

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 = 898D53000001000000000052A2F300A 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
```

Remarque: Le message d'ANNULATION manque dans le log si la pile de SIP de DynamicSoft n'est pas activée.

```
1019: 10.48.52.114: Aug 19 2015 08:00:20.751 +0200: %CVP_10_5_SIP-7-CALL:
{Thrd=DIALOG_CALLBACK.10} CALLGUID = 898D53000001000000000052A2F300A 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 = 898D53000001000000000052A2F300A-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 = 898D53000001000000000052A2F300A-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
```

Remarque: [D'ARRIVÉE] ou [SORTANT] : « Terminé avec Q.850;cause=16 ? dépend de l'interlocuteur qui a raccroché.

Si la pile de SIP de DynamicSoft est activée :

```
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/2.0Via: SIP/2.0/TCP
10.48.52.114:5060;branch=z9hG4bKEVEL12Ph9elc3OUAEfEUWtw~34931To:
<sip:1001@cucm.mpagacz.local;transport=tcp>From: 1003
<sip:1003@10.48.52.114:5060>;tag=dsd3ec56bfCall-ID: 898D53000001000000000052A2F300A-
143996400867730@10.48.52.114CSeq: 1 INVITEExpires: 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/2.0Via: SIP/2.0/TCP
10.48.52.114:5060;branch=z9hG4bKEVEL12Ph9elc3OUAEfEUWtw~34931To:
<sip:1001@cucm.mpagacz.local;transport=tcp>From: 1003
<sip:1003@10.48.52.114:5060>;tag=dsd3ec56bfCall-ID: 898D53000001000000000052A2F300A-
143996400867730@10.48.52.114CSeq: 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 CancelledVia: SIP/2.0/TCP
10.48.52.114:5060;branch=z9hG4bKEVEL12Ph9elc3OUAEfEUWtw~34931From: 1003
<sip:1003@10.48.52.114:5060>;tag=dsd3ec56bfTo:
<sip:1001@cucm.mpagacz.local;transport=tcp>;tag=12868~2cbe41d3-abc7-445a-80dc-5c5aa0183504-
21359299Call-ID: 898D53000001000000000052A2F300A-143996400867730@10.48.52.114CSeq: 1 INVITE
```

Après que le CVP RNATimeout expire, le VRU envoie un EventReport w/NoAnswer au routeur :

```
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..
```

Temporisateur RONA réglé quand l'appel arrive et s'est annulé quand l'appel est répondu :

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 l'ARN va hors fonction :

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

Signaler

Écoulement complet d'appel (RCK=201) contre l'écoulement complet w/RONA (RCK=202) d'appel

RouterCallKey date-heure

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

(2 lignes affectées)

RouterCallKey date-heure par. DNIS CallDisposition CallDispositionFlag

```
-----  
-----  
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 lignes affectées)

Déviations

Visez la réinterrogation désactivée, le routeur d'appels répond immédiatement avec la release pour EventReport w/NoAnswer et CVP arrête l'appel :

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).

Défauts connus

Retenez l'état de l'agent comme prêt après CVP RONA : [CSCuc72315](#) et [CSCuq74727](#)