

Configurazione di Cisco Unified Customer Voice Portal (CVP) Ring On No Answer (RONA)

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Introduzione

Questo documento descrive la configurazione di CVP RONA.

Prerequisiti

Requisiti

Cisco raccomanda la conoscenza dei seguenti argomenti:

- Editor di script ICM
- Flusso di chiamate completo CVP

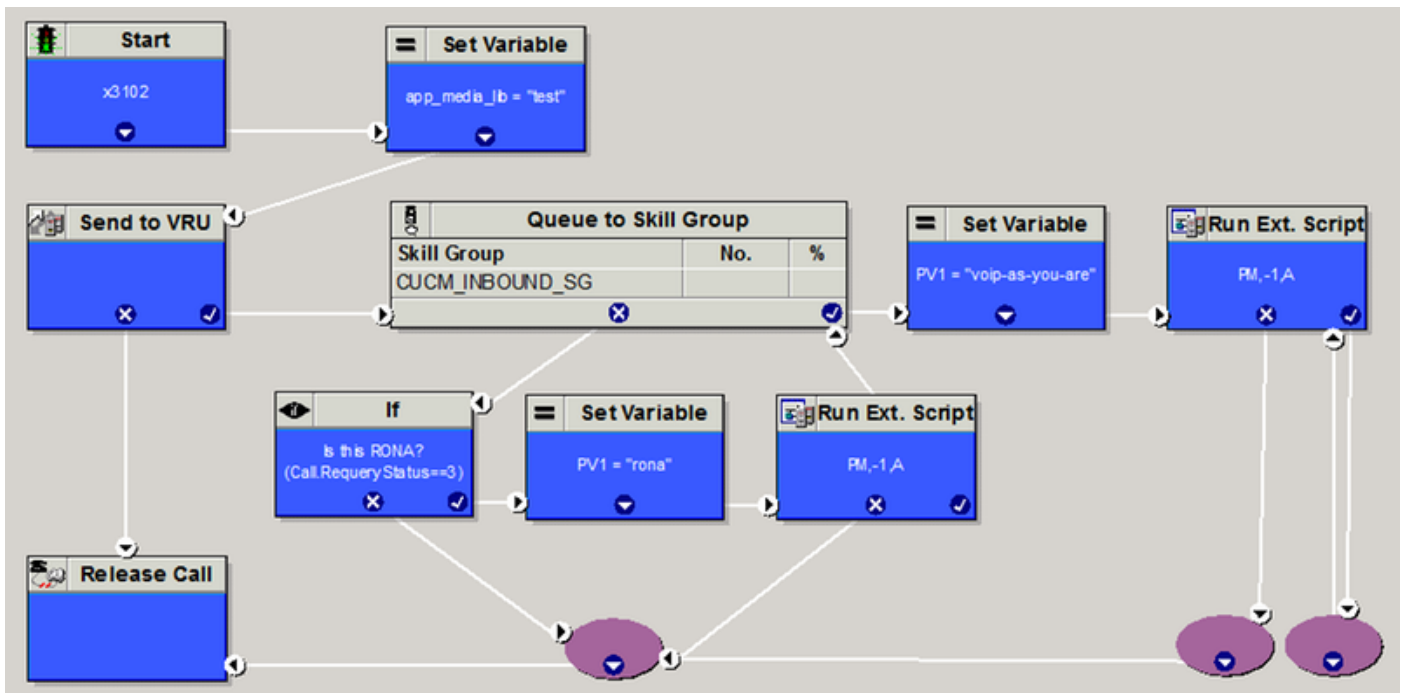
Componenti usati

Le informazioni di questo documento si basano su CVP 10.5.

Le informazioni discusse in questo documento fanno riferimento a dispositivi usati in uno specifico ambiente di emulazione. Su tutti i dispositivi menzionati nel documento la configurazione è stata ripristinata ai valori predefiniti. Se la rete è operativa, valutare attentamente eventuali conseguenze derivanti dall'uso dei comandi.

Configurazione

Esempio di configurazione CVP RONA:



Nota: in uno scenario reale si aumenta la priorità (nodo Priorità coda) per la chiamata di RONA (stato riesecuzione query di 3) a destra dal nodo **Coda a gruppo di abilità**.

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

Log

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 =
898D53000001000000000052A2F300A-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

Nota: Se lo stack DynamicSoft SIP non è abilitato, nel log manca il messaggio CANCEL.

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 =
898D53000001000000000052A2F300A-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 = 898D53000001000000000052A2F300A 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 = 898D53000001000000000052A2F300A 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 = 898D53000001000000000052A2F300A LEGID = 4C536E9D-456B11E5-AAB9925E-
21C1F61E - [INBOUND]: Terminated with Q.850;cause=16

**Nota: [IN ENTRATA] O [IN USCITA]: "Terminato con Q.850;cause=16" dipende dal partito
che si è bloccato.**

Se lo stack SIP DynamicSoft è abilitato:

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: 898D53000001000000000052A2F300A-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: 898D53000001000000000052A2F300A-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

Dopo la scadenza del timeout di connessione del CVP, la VRU invia un EventReport senza risposta 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..
```

Timer RONA impostato all'arrivo della chiamata e annullato alla risposta:

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

Se l'RNA si spegne:

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

Reporting

Flusso di chiamate completo (RCK=201) e flusso di chiamate completo con RONA (RCK=202)

ChiaveChiamataRouterDataOra

—

```
2015-08-19 07:54:32,180 201  
2015-08-19 08:00:35,187 202
```

(2 righe interessate)

DateTime RouterCallKey per. CallDispositionFlag DNIS

— — — — —

```
2015-08-19 07:54:26,247 201 CVP 88888888 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 88888888 13 1  
2015-08-19 08:00:21,760 202 CUCM 1001 19 6  
2015-08-19 08:00:32,260 202 CVP 88888888 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 righe interessate)

Deviazioni

Requery destinazione disabilitata. Il router di chiamata risponde immediatamente con Release for EventReport w/NoAnswer e CVP interrompe la chiamata:

```
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).
```

Difetti noti

Mantieni stato agente come pronto dopo CVP RONA: [CSCuc72315](#) e [CSCuq74727](#)