

# Cisco CVP(Unified Customer Voice Portal) RONA(Ring On No Answer) 컨피그레이션

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## 소개

이 문서에서는 CVP RONA의 구성에 대해 설명합니다.

## 사전 요구 사항

### 요구 사항

다음 주제에 대한 지식을 보유하고 있으면 유용합니다.

- ICM 스크립트 편집기
- CVP 포괄적 통화 흐름

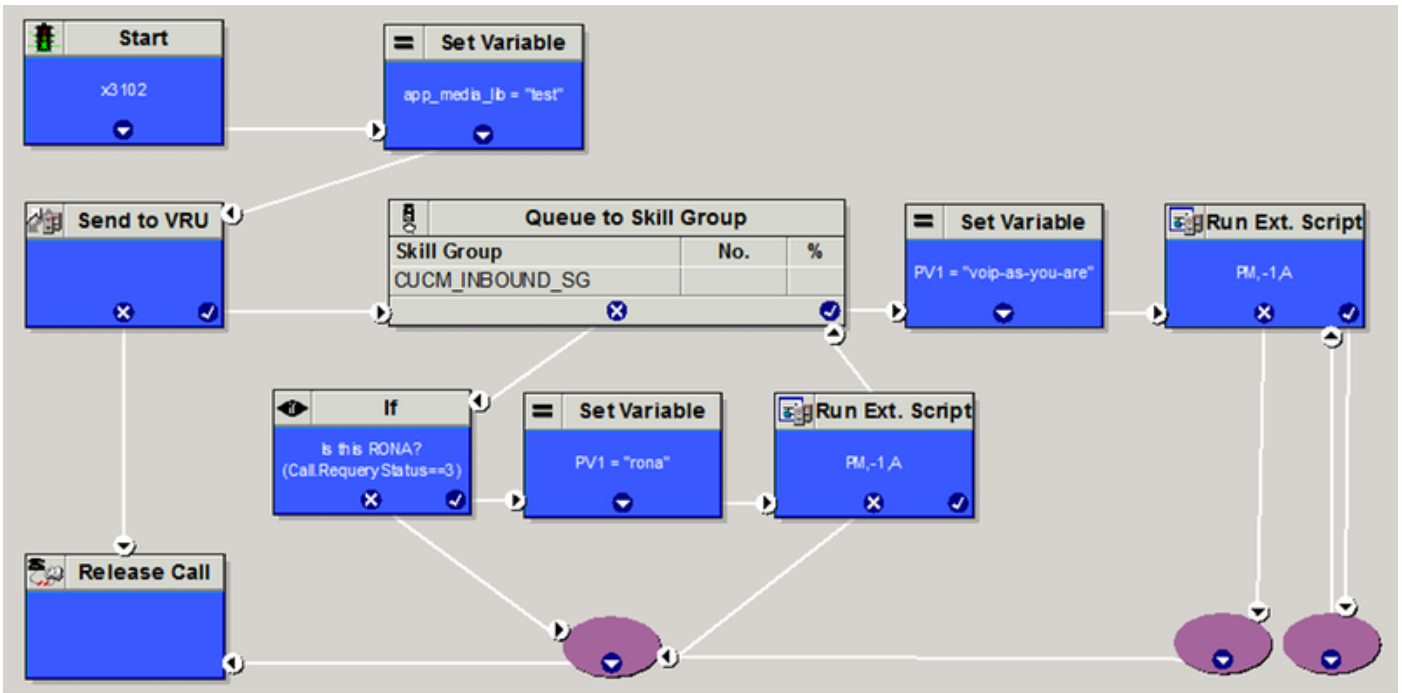
### 사용되는 구성 요소

이 문서의 정보는 CVP 10.5를 기반으로 합니다.

이 문서의 정보는 특정 랩 환경의 디바이스를 토대로 작성되었습니다. 이 문서에 사용된 모든 디바이스는 초기화된(기본) 컨피그레이션으로 시작되었습니다. 현재 네트워크가 작동 중인 경우, 모든 명령어의 잠재적인 영향을 미리 숙지하시기 바랍니다.

## 구성

CVP RONA 구성 예:



참고: 실제 시나리오에서 RONA 호출(재취리 상태: 3)의 우선 순위(대기열 우선 순위 노드)를 대기열에서 직무 그룹 노드로 오른쪽으로 높입니다.

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

## 로그

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

**참고:DynamicSoft SIP 스택이 활성화되지 않은 경우 로그에 CANCEL 메시지가 없습니다.**

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

**참고:[인바운드] 또는 [아웃바운드]:"Q.850;cause=16으로 종료"는 변경된 당사자에 따라 달라  
집니다.**

**DynamicSoft SIP 스택이 활성화된 경우:**

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

CVP RNATimeout이 만료되면 VRU는 라우터에 NoAnswer가 포함된 EventReport를 전송합니다.

```
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..
```

통화가 도착하면 RONA 타이머가 설정되고 통화에 응답할 때 취소됨:

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

RNA가 중단된 경우:

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

## 보고

포괄적 통화 흐름(RCK=201) vs. RCK=202(RACK=202) 포함 포괄적인 통화 흐름

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

( 2)

```
DateTime RouterCallKey Per.DNIS CallDisposition CallDispositionFlag  
- - - - -  
2015-08-19 07:54:26.247 201 CVP 8888888 13 1  
2015-08-19 07:54:36.247 201 CUCM 1001 13 1 1  
2015-08-19 07:54:38.247 201 CVP 3102 52 1  
2015-08-19 08:00:09.260 202 CVP 8888888 13 1  
2015-08-19 08:00:21.760 202 CUCM 1001 19 6  
2015-08-19 08:00:32.260 202 CVP 8888888 13 1  
2015-08-19 08:00:42.760 202 CUCM 1001 13 1 1  
2015-08-19 08:00:44.760 202 CVP 3102 52 1
```

( 8)

## 편차

대상 재쿼리를 사용하지 않도록 설정한 경우 통화 라우터는 응답이 없는 EventReport에 대한 릴리스로 즉시 응답하고 CVP는 통화를 끊습니다.

```
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).
```

## 알려진 결함

CVP RONA 이후 상담원 상태를 준비됨으로 유지:[CSCuc72315](#) 및 [CSCuq74727](#)