

Configuração do anel do Portal Cisco Unified Customer Voice (CVP) na sem resposta (RONA)

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Introdução

Este documento descreve a configuração de CVP RONA.

Pré-requisitos

Requisitos

A Cisco recomenda que você tenha conhecimento destes tópicos:

- Editor de script ICM
- Fluxo de chamadas detalhado CVP

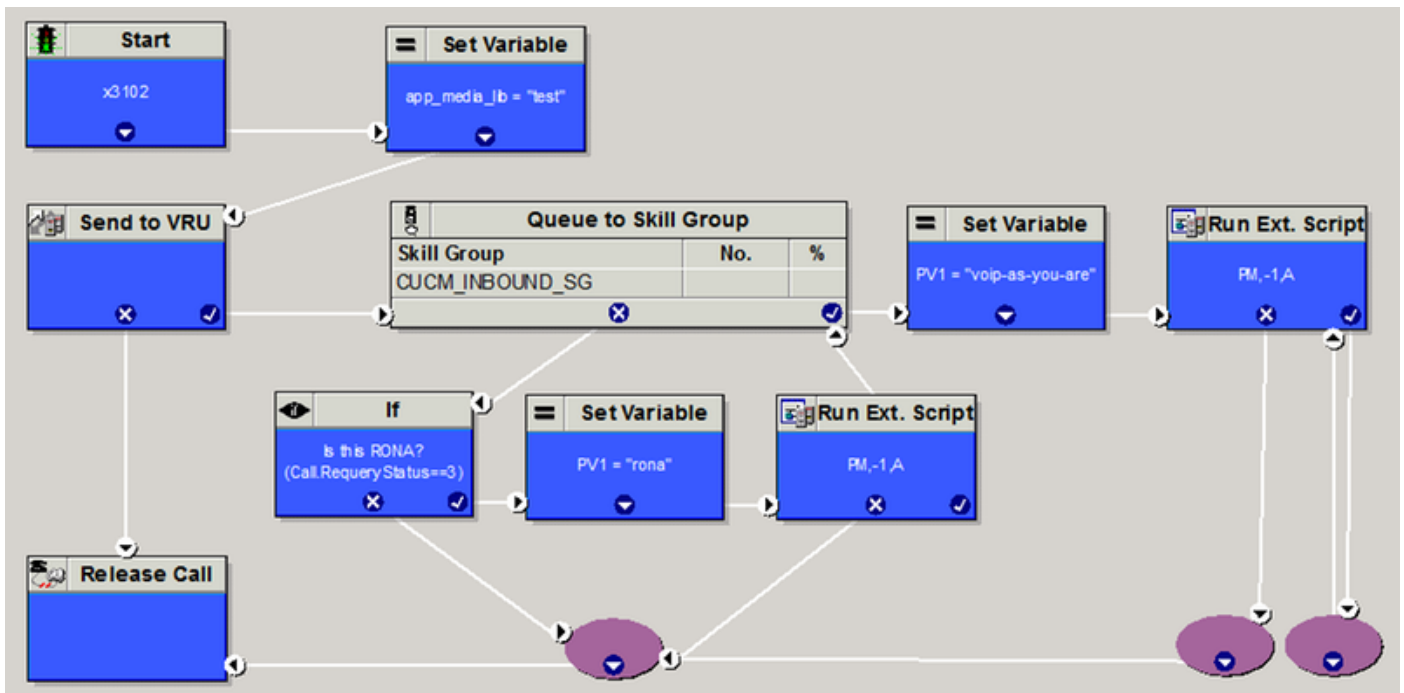
[Componentes Utilizados](#)

A informação neste documento é baseada em CVP 10.5.

As informações neste documento foram criadas a partir de dispositivos em um ambiente de laboratório específico. Todos os dispositivos utilizados neste documento foram iniciados com uma configuração (padrão) inicial. Se a sua rede estiver ativa, certifique-se de que entende o impacto potencial de qualquer comando.

Configuração

Exemplo de configuração CVP RONA:



Note: Em um cenário de vida real você aumenta a prioridade (nó da prioridade de fila) para o atendimento de RONA'ed (estado de Requery de 3) à direita da fila ao nó do grupo de habilidades.

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 = 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: O mensagem de cancelamento falta no log se a pilha do SORVO de DynamicSoft não é permitida.

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] ou [OUTBOUND]: "Terminado com Q.850;cause=16" depende do partido que pendurou acima.

Se a pilha do SORVO de DynamicSoft é permitida:

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
```

Depois que o CVP RNATimeout expira, o VRU envia um EventReport w/NoAnswer ao roteador:

```
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 ajustado quando o atendimento chegar e cancelou quando o atendimento estiver respondido:

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

Se o RNA se apaga:

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

Relatórios

Fluxo de chamadas detalhado (RCK=201) contra o fluxo de chamadas detalhado w/RONA (RCK=202)

RouterCallKey do DateTime

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

(2 fileiras afetadas)

RouterCallKey do DateTime por. CallDispositionFlag da Disposição de chamada 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 88888888888 13 1
2015-08-19 08:00:21.760 202 CUCM 1001 19 6
2015-08-19 08:00:32.260 202 CVP 88888888888 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 fileiras afetadas)

Desvios

O alvo Requery desabilitado, roteador de chamada responde imediatamente com liberação para EventReport w/NoAnswer e CVP pendura acima o atendimento:

```
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).
```

Defeitos conhecidos

Retenha o estado de agente como pronto após CVP RONA: [CSCuc72315](#) e [CSCuq74727](#)