

# 记录呼叫进展分析(CPA)与SIP拨号程序

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## Introduction

本文描述程序记录与统一的Contact中心企业(UCCE) SIP拨号程序的CPA。

## Prerequisites

### Requirements

Cisco 建议您了解以下主题：

- UCCE
- SIP拨号程序

### Components Used

This document is not restricted to specific software and hardware versions.

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. 如果您的网络实际，请保证您了解所有命令的潜在影响。

## 背景信息

当outbound活动时， UCCE badialer进程通过IOS网关发起呼叫。一旦呼叫被连接，badialer进程提示在发信号的SIP的IOS网关执行CPA。凭CPA结果，呼叫根据outbound活动配置被处理。可以找到IOS网关CPA概述的详细资料[这里](#)。IOS网关返回CPA导致特殊信息提示音(请坐)在SIP信令回到badialer。

列表坐：

	名字	定义
CpaS		CPA算法开始
FT		传真/modem语音。
Asm		答案机器。

AsmT	答案机器终止语音。
LS	生活人的语音。
LV	低语音信号
SitIC	坐语音ICS -截取-闲置没有或AIS或者等。
SitNC	坐语音NC -没有电路、紧急状态或者Trunk阻止
SitVC	坐语音VC -闲置代码
SitRO	坐语音RO -重新命令公告
SitMT	坐混杂的语音

## 问题

当不确定对CPA，必须有方式查看从服务提供商接收的实际语音留言确定CPA结果是否是正确的。

## 解决方案

必须在活动目的下的outbound活动配置记录CPA。

The screenshot shows a configuration window with several tabs: Campaign General, Campaign Purpose, Query Rule Selection, Skill Group Selection, and Call Target. The 'Agent Based Campaign' radio button is selected. Under this section, 'Enable IP AMD' and 'Call Progress Analysis (CPA)' are both checked. A sub-menu for 'Agent Based Campaign' is open, showing options: 'Abandon Call', 'Transfer to Agent' (selected), 'Transfer to IVR Route Point', and 'Terminate Tone Detect'. A separate box for 'Record CPA' is highlighted in yellow and checked. Below, the 'Transfer to IVR Campaign' radio button is unselected, and its 'Enable IP AMD' checkbox is also unselected. Its sub-menu shows 'Abandon Call' as the selected option.

WAV\ icm \ <instance> \<dialer port>\_<call ID>\_<date>\_<time>.wav

- SIPIP 10.201.226.119
- IOSIP 10.201.162.138

CPA(recvonly)SIP 183PRACK

```
000094: Aug 5 16:06:26.281: //-1/xxxxxxxxxxxx/SIP/Msg/ccsipDisplayMsg:
Received:
PRACK sip:9722041111@10.201.162.138:5060 SIP/2.0
```

Via: SIP/2.0/UDP 10.201.226.119:58800;branch=z9hG4bK-d8754z-1d42a824dc4a8700-1---d8754z-;rport  
Max-Forwards: 70  
Contact: <sip:3008@10.201.226.119:58800>  
To: <sip:9722041111@10.201.162.138>;tag=1BA74568-8FD  
From: <sip:3008@10.201.226.119>;tag=5230550f  
Call-ID: d907465a-f8378d74-fb3d5439-8e4b3c52  
CSeq: 2 PRACK  
Content-Disposition: session;handling=required  
Content-Type: application/sdp  
User-Agent: Cisco-SIPDialer/UCCE10.0  
RAck: 9340 1 INVITE  
Content-Length: 209

v=0  
o=CiscoSystemsSIP-GW-UserAgent 5501 9158 IN IP4 10.201.226.119  
s=SIP Call  
c=IN IP4 10.201.226.119  
t=0 0  
m=audio 32000 RTP/AVP 0  
c=IN IP4 10.201.226.119  
a=rtpmap:0 PCMU/8000  
a=ptime:20  
a=recvonly

CPAPRACK

000146: Aug 5 16:14:18.828: //-1/xxxxxxxxxxxx/SIP/Msg/ccsipDisplayMsg:  
Received:  
PRACK sip:9722041111@10.201.162.138:5060 SIP/2.0  
Via: SIP/2.0/UDP 10.201.226.119:58800;branch=z9hG4bK-d8754z-be59451c26041877-1---d8754z-;rport  
Max-Forwards: 70  
Contact: <sip:3010@10.201.226.119:58800>  
To: <sip:9722041111@10.201.162.138>;tag=1BAE7B50-1846  
From: <sip:3010@10.201.226.119>;tag=b94cfc78  
Call-ID: 467e1354-f5086d42-f8126c34-f448954e  
CSeq: 2 PRACK  
Content-Disposition: session;handling=required  
Content-Type: application/sdp  
User-Agent: Cisco-SIPDialer/UCCE10.0  
RAck: 5482 1 INVITE  
Content-Length: 188

v=0  
o=CiscoSystemsSIP-GW-UserAgent 2037 7013 IN IP4 0.0.0.0  
s=SIP Call  
c=IN IP4 0.0.0.0  
t=0 0  
m=audio 16414 RTP/AVP 0  
c=IN IP4 0.0.0.0  
a=rtpmap:0 PCMU/8000  
a=ptime:20  
a=inactive