

配置思科統一客戶語音門戶(CVP)無應答振鈴(RONA)

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簡介

本文檔介紹CVP RONA的配置。

必要條件

需求

思科建議您瞭解以下主題：

- ICM指令碼編輯器
- CVP綜合呼叫流程

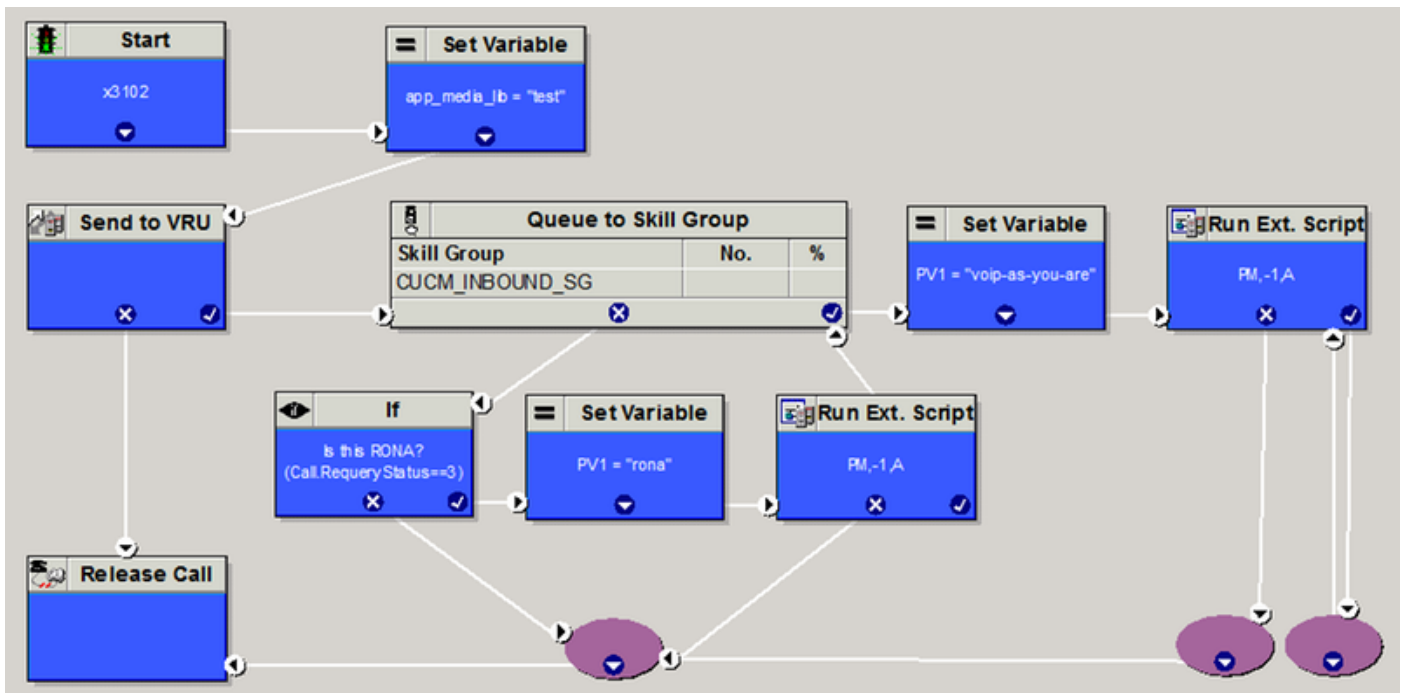
採用元件

本檔案中的資訊是根據CVP 10.5。

本文中的資訊是根據特定實驗室環境內的裝置所建立。文中使用到的所有裝置皆從已清除（預設）的組態來啟動。如果您的網路正在作用，請確保您已瞭解任何指令可能造成的影響。

組態

CVP RONA配置示例：



註：在現實生活場景中，將基於RONA的呼叫（請求狀態3）的優先順序（隊列優先順序節點）從Queue to Skill Group節點的右側增加。

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 |

記錄檔

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

附註：如果未啟用DynamicSoft SIP堆疊，則日誌中缺少CANCEL消息。

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

附註：[入站]或[出站]: 「Terminated with Q.850;cause=16」取決於掛斷的當事方。

如果啟用DynamicSoft SIP堆疊：

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: 898D530000010000000000052A2F300A-143996400867730@10.48.52.114
CSeq: 1 INVITE

CVP RNATimeout到期後，VRU向路由器傳送一個EventReport，其中包含NoAnswer:

```
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..
```

呼叫到達時設定RONA計時器，應答呼叫時取消：

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

如果RNA熄滅：

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

報告

綜合呼叫流(RCK=201)與帶RONA的綜合呼叫流(RCK=202)比較

RouterCallKey

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

2

DateTime RouterCallKey PerDNIS 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
```

偏差

目標請求已禁用，呼叫路由器立即響應EventReport (無應答) 版本，CVP掛斷呼叫：

```
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).
```

已知瑕疵

在CVP RONA之後將座席狀態保留為「就緒」：[CSCuc72315](#)和[CSCuq74727](#)