

Centro de llamadas - Desvío de llamadas no disponible - Necesidad de utilizar Desvío de llamadas ocupado

Contenido

CFGNA - Grupo de salto - Asignar CFB cuando se utiliza la opción de timbre simultáneo

Al configurar el desvío de llamadas para un grupo de salto, debe utilizar CFB en lugar de CFGNA cuando utilice el tipo de búsqueda simultánea. Debajo una explicación:

Este es un ejemplo con dos agentes asignados a un call center:

```
2010.05.13 17:30:10:274 GMT+00:00 | Info | CallP | Service | State Engine | +14439510409 |
90103-G6109080 |
localhost40149832
```

Trying agent: 101

```
2010.05.13 17:30:10:274 GMT+00:00 | Info | CallP | Service | State Engine | +14439510409 |
90103-CG6109080 |
localhost40149832
```

Trying agent: 102

Los dos agentes no se registran por la interrupción local (por ejemplo) :

```
2010.05.13 17:30:10:276 GMT+00:00 | Info | CallP | SIP Endpoint | 14105526501x102 | 90103-
G6109080 |
localhost40149837:0
```

```
Transforming Event: com.broadsoft.events.iwp.ConnectRequestEvent
{CHCallManager.localhost40149837,SipEndpoint.localhost40149837:0}
```

```
2010.05.13 17:30:10:276 GMT+00:00 | FieldDebug | CallP | Endpoint | 14105526501x101 | 90103-
G6109080 |
localhost40149835:0
```

```
ReleaseWithCauseEvent (cause=TEMPORARILY_UNAVAILABLE) created
```

```
Thread \"Call Half Input Adapter 1\" stack elements:
```

```
1: com.broadsoft.events.callhalf.ReleaseWithCauseEvent.
```

```
2: com.broadsoft.events.callhalf.ReleaseWithCauseEvent.
```

```
3:
```

```
com.broadsoft.sessionmanagers.sipcallhalf.transformer.ConnectRequestEventTransformer.transform(C
onnectRequestEventTrans
former.java:246)
```

```
4:
```

```
com.broadsoft.sessionmanagers.sipcallhalf.SipCHeventTransformer.sipCHtransform(SipCHeventTransfo
rmer.java:243)
```

```
5:
```

```
com.broadsoft.sessionmanagers.sipcallhalf.SipCHeventTransformer.transformAndSendEvent(SipCHevent
Transformer.java:298)
```

```
6:
```

```
com.broadsoft.sessionmanagers.sipcallhalf.SipEndpoint.sendEventToUserAgentThroughTransformer(SipEndpoint.java:1240)
7:
com.broadsoft.sessionmanagers.sipcallhalf.SipEndpoint.processSessionEvent(SipEndpoint.java:721)
8: com.broadsoft.apm.callp.Endpoint.processEvent(Endpoint.java:228)
9:
com.broadsoft.sessionmanagers.callhalf.CallHalfServiceSession.deliverEvent(CallHalfServiceSession.java:1387)
10: com.broadsoft.apm.session.InputAdapter.distributeEvent(InputAdapter.java:129)
11: com.broadsoft.apm.session.SimpleQAdapter.processInput(SimpleQAdapter.java:225)
12: com.broadsoft.util.watchdog.WatchedThread.run(WatchedThread.java:279)
13: java.lang.Thread.run(Thread.java:619)
```

y

```
2010.05.13 17:30:10:277 GMT+00:00 | Info | CallP | SIP Endpoint | +14439510409 | PSTN | localhost40149830:0
```

```
Transforming Event: com.broadsoft.events.sip.Sip100InfoEvent
```

```
2010.05.13 17:30:10:277 GMT+00:00 | FieldDebug | CallP | Endpoint | 14105526501x102 | 90103-G6109080 | localhost40149837:0
```

```
ReleaseWithCauseEvent (cause=TEMPORARILY_UNAVAILABLE) created
```

```
Thread \"Call Half Input Adapter 2\" stack elements:
```

```
1: com.broadsoft.events.callhalf.ReleaseWithCauseEvent.
2: com.broadsoft.events.callhalf.ReleaseWithCauseEvent.
3:
com.broadsoft.sessionmanagers.sipcallhalf.transformer.ConnectRequestEventTransformer.transform(ConnectRequestEventTransformer.java:246)
4:
com.broadsoft.sessionmanagers.sipcallhalf.SipCHeventTransformer.sipCHtransform(SipCHeventTransformer.java:243)
5:
com.broadsoft.sessionmanagers.sipcallhalf.SipCHeventTransformer.transformAndSendEvent(SipCHeventTransformer.java:298)
6:
com.broadsoft.sessionmanagers.sipcallhalf.SipEndpoint.sendEventToUserAgentThroughTransformer(SipEndpoint.java:1240)
7:
com.broadsoft.sessionmanagers.sipcallhalf.SipEndpoint.processSessionEvent(SipEndpoint.java:721)
8: com.broadsoft.apm.callp.Endpoint.processEvent(Endpoint.java:228)
9:
com.broadsoft.sessionmanagers.callhalf.CallHalfServiceSession.deliverEvent(CallHalfServiceSession.java:1387)
10: com.broadsoft.apm.session.InputAdapter.distributeEvent(InputAdapter.java:129)
11: com.broadsoft.apm.session.SimpleQAdapter.processInput(SimpleQAdapter.java:225)
12: com.broadsoft.util.watchdog.WatchedThread.run(WatchedThread.java:279)
13: java.lang.Thread.run(Thread.java:619)
```

El resultado es una causa de liberación de BUSY:

```
2010.05.13 17:30:10:277 GMT+00:00 | FieldDebug | CallP | Service | +14439510409 | 90103-G6109080 | localhost40149832
```

```
ReleaseWithCauseEvent (cause=BUSY) created
```

```
Thread \"Call Half Input Adapter 0\" stack elements:
```

```
1: com.broadsoft.events.callhalf.ReleaseWithCauseEvent.
```

```
2: com.broadsoft.events.callhalf.ReleaseWithCauseEvent.  
3:  
com.broadsoft.services.huntgroup.HuntGroupServiceInstance.huntExhausted(HuntGroupServiceInstance  
.java:547)  
4: com.broadsoft.services.huntgroup.StateEngine.huntExhausted(StateEngine.java:688)  
5:  
com.broadsoft.services.huntgroup.SimultaneousStateEngine.allAgentsFailed(SimultaneousStateEngine  
.java:532)  
6:  
com.broadsoft.services.huntgroup.SimultaneousStateEngine.processHuntingState(SimultaneousStateEn  
gine.java:214)  
7:  
com.broadsoft.services.huntgroup.SimultaneousStateEngine.runEngine(SimultaneousStateEngine.java:  
71)  
8:  
com.broadsoft.services.huntgroup.HuntGroupServiceInstance.processEvent(HuntGroupServiceInstance.  
java:260)  
9:  
com.broadsoft.events.callhalf.ReleaseWithCauseEvent.routeToServiceInstance(ReleaseWithCauseEvent  
.java:479)  
10: com.broadsoft.apm.asservicemanagement.ASServiceBus.routeEvent(ASServiceBus.java:251)  
11: com.broadsoft.apm.callp.CHCallManager.processEvent(CHCallManager.java:1346)  
12:  
com.broadsoft.sessionmanagers.callhalf.CallHalfServiceSession.deliverEvent(CallHalfServiceSessio  
n.java:1416)  
13: com.broadsoft.apm.session.InputAdapter.distributeEvent(InputAdapter.java:129)  
14: com.broadsoft.apm.session.SimpleQAdapter.processInput(SimpleQAdapter.java:225)  
15: com.broadsoft.util.watchdog.WatchedThread.run(WatchedThread.java:279)  
16: java.lang.Thread.run(Thread.java:619)
```

2010.05.13 17:30:10:277 GMT+00:00 | FieldDebug | Timer

Accounting timer stopped - localhost40149839, AUDIT, id=2822790

2010.05.13 17:30:10:277 GMT+00:00 | Info | CallP | Service | State Engine | +14439510409 |
90103-G6109080 |
localhost40149832

CFGNA External Timer Cancelled

Esto es normal y se espera que reciba una:

2010.05.13 17:30:10:278 GMT+00:00 | Info | Sip | +15856272112 | localhost40149831:0

```
udp 420 Bytes OUT to 192.168.215.5:5060  
SIP/2.0 600 Busy everywhere  
Via:SIP/2.0/UDP 192.168.215.5;branch=z9hG4bKBroadWorks.1q6vn6u-192.168.215.5V5060-0-157003504-  
699484156-1273771810271-  
From:\ "ENGINEERING T20\  
To:  
Call-ID:BW173010271130510705568600@192.168.215.5  
CSeq:157003504 INVITE  
Content-Length:0
```

Debido a que la causa de la liberación es OCUPADA, la situación requiere que CFB se asigne al HG. CFGNA solo se activará si se envía un INVITE a uno o varios dispositivos. Dado que ningún

usuario ha iniciado sesión en el centro de llamadas, no se envía ningún usuario una INVITE.