

# Configure Agent State and Call Requeue after CVP RNA

## Contents

[Introduction](#)

[Prerequisites](#)

[Requirements](#)

[Components Used](#)

[Configure](#)

[Specify Agent State after CVP RNA and Put Call Back Into Queue](#)

[Move Agent State to Not Ready](#)

[Move Agent State to READY](#)

[Put the Call Back In Queue](#)

[Verify](#)

[Troubleshoot](#)

[Related Information](#)

## Introduction

This document describes the steps needed to set the agent state as READY or NOT READY after Ring No-Answer (RNA) behavior and to put the call back into queue.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified Customer Voice Portal (CVP)
- Cisco Unified Contact Center Enterprise (UCCE)

### Components Used

The information in this document is based on UCCE and CVP Version 10.5(3) and later.

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. If your network is live, make sure that you understand the potential impact of any command.

## Configure

### Specify Agent State after CVP RNA and Put Call Back Into Queue

In a CVP Session Initiation Protocol (SIP) comprehensive call flow environment there are primarily three timers that need to be set carefully in order to ensure proper RNA behavior.

- UCCE agent desk setting timer Ring no answer time
- CVP RNA timer configured on the dialed number in operations console (OAMP)
- Cisco Unified Communications Manager (CUCM) call forward timer

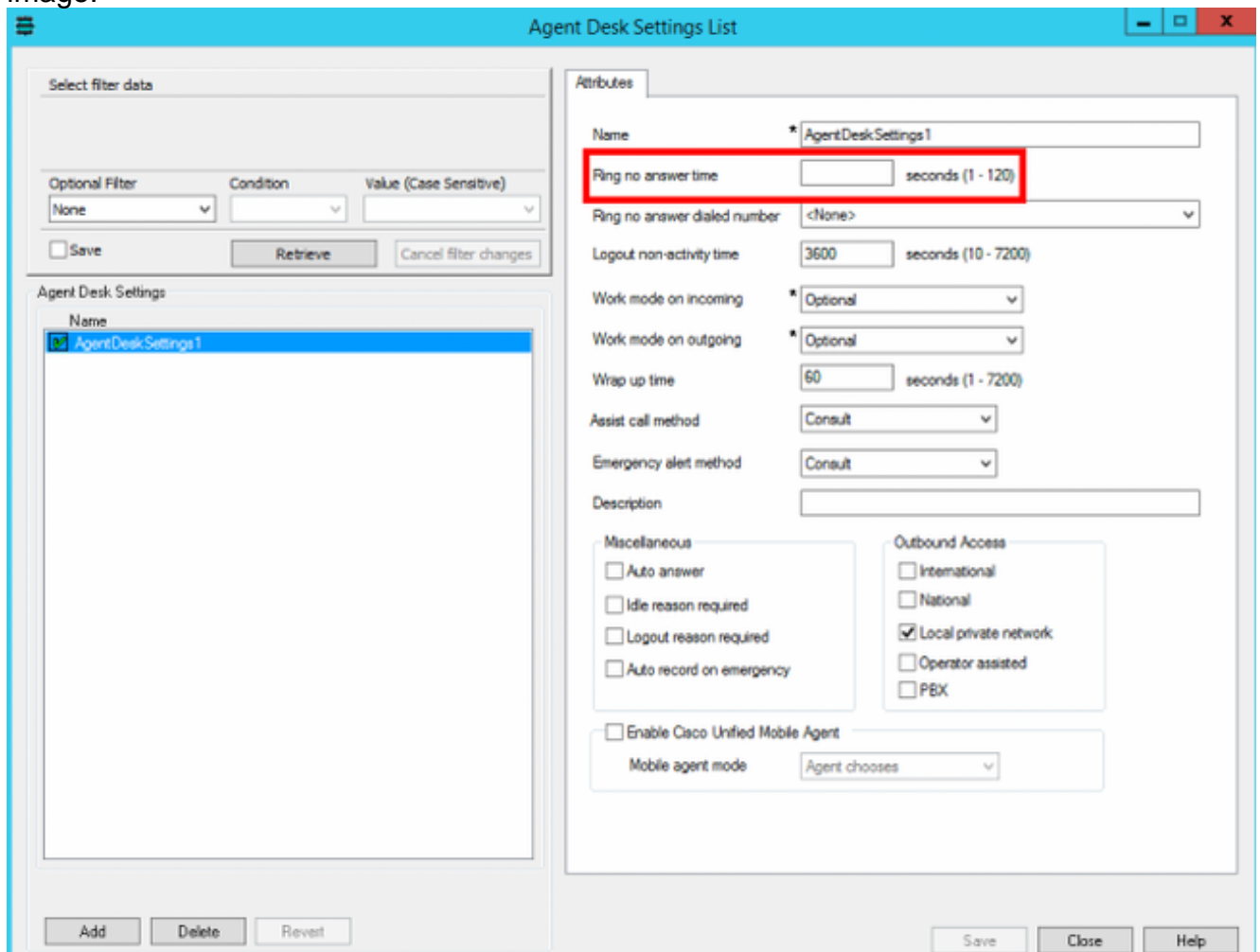
### Move Agent State to Not Ready

Set these timers in order to move the agent to NOT READY after CVP RNA:

- Agent Desk Setting Timer should NOT be set (empty)
- CVP RNA Timeout < CUCM call forward timer

Example:

1. Empty Desk Setting Timer configured in the AW Configuration Manager, as shown in the image.



2. CUCM call forward timer = 20 seconds on the agent extension, as shown in the image.

**Call Forward and Call Pickup Settings**

	Voice Mail	Destination
Calling Search Space Activation Policy		
Forward All	<input type="checkbox"/> or	<input type="text"/>
Secondary Calling Search Space for Forward All		
Forward Busy Internal	<input type="checkbox"/> or	<input type="text"/>
Forward Busy External	<input type="checkbox"/> or	<input type="text"/>
Forward No Answer Internal	<input type="checkbox"/> or	<Internal Number>
Forward No Answer External	<input type="checkbox"/> or	<External Number>
Forward No Coverage Internal	<input type="checkbox"/> or	<input type="text"/>
Forward No Coverage External	<input type="checkbox"/> or	<input type="text"/>
Forward on CTI Failure	<input type="checkbox"/> or	<input type="text"/>
Forward Unregistered Internal	<input type="checkbox"/> or	<input type="text"/>
Forward Unregistered External	<input type="checkbox"/> or	<input type="text"/>
No Answer Ring Duration (seconds)	<input type="text" value="20"/>	
Call Pickup Group	< None >	

3. CVP Timeout = 12 seconds < CUCM call forward timer = 20 seconds CVP OAMP > **System** > **Dialed Number Pattern** > Agent extension patterns, as shown in the image.

**List of Dialed Number Patterns**

Display Pattern Type:

<input type="checkbox"/>	<a href="#">Dialed Number Pattern</a>	<a href="#">Description</a>
<input type="checkbox"/>	<a href="#">10&gt;</a>	Calls to 10XXX Agent numbers
<input type="checkbox"/>	Local Static Route	IP Address/Hostname/Server Group Name: cucmcluster.ucce.local
<input type="checkbox"/>	RNA Timeout for Outbound Calls	Timeout: 12 seconds

**Dialed Number Pattern Configuration**

**General Configuration**

Dialed Number Pattern: \*

Description:

**Dialed Number Pattern Types <sup>1</sup>**

Enable Local Static Route:

Route to Device:

Route to SIP Server Group:

IP Address/Hostname/Server Group Name: \*

Enable Send Calls To Originator:

Enable RNA Timeout for Outbound Calls:

Timeout: \*  seconds

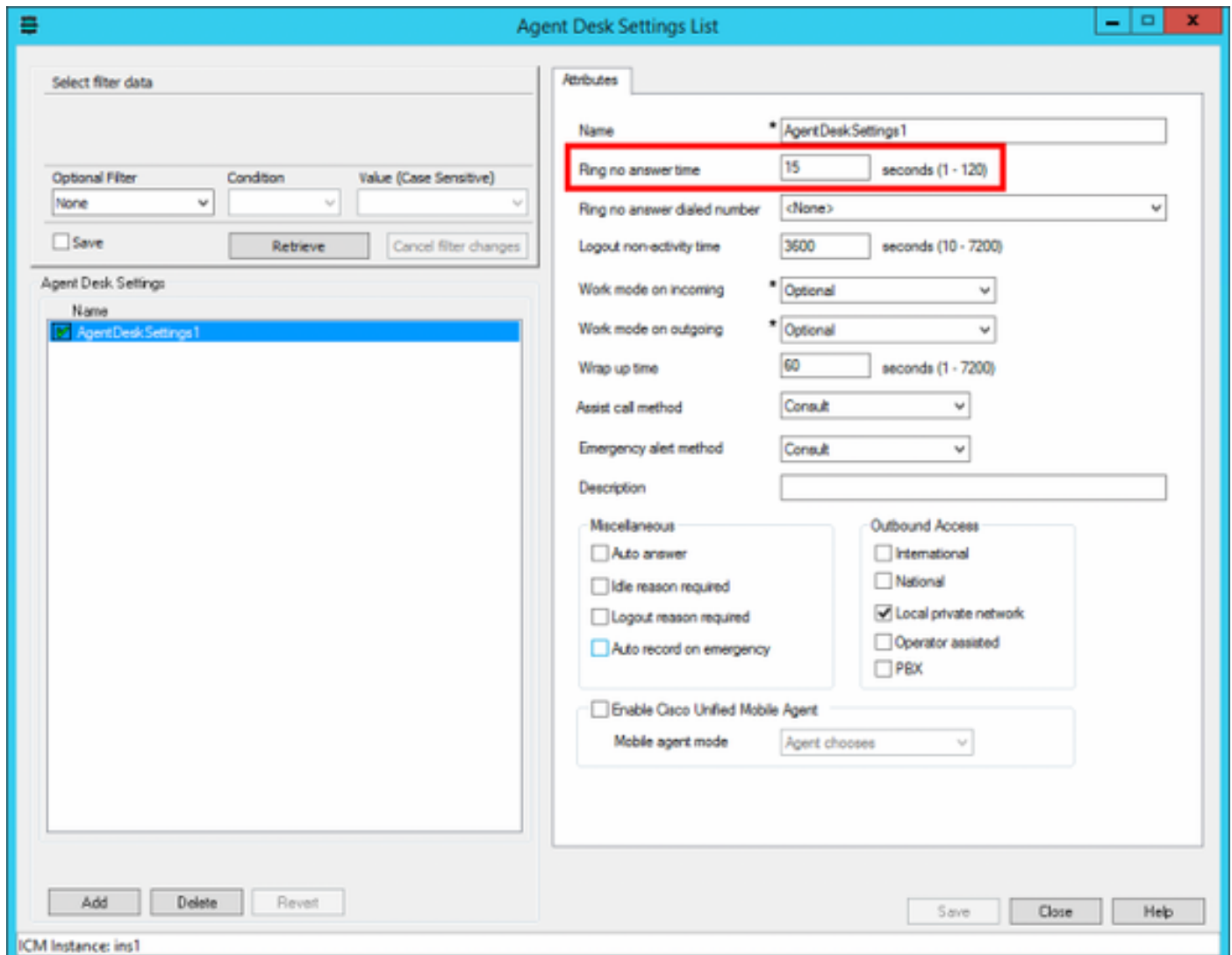
**Move Agent State to READY**

Set these timers in order to move the agent to READY after CVP RNA.

CVP RNA Timeout < Agent Desk Settings timer < CUCM call forward timer

Example configuration: Agent Desk Setting RNA = 15 seconds > CVP RNA = 12 seconds

Keep all other configuration the same as the previous example, set the Agent Desk Setting RNA timer greater than the CVP RNA timer, as shown in the image.



## Put the Call Back In Queue

The configuration discussed determines the agent state after RNA, but this does not put the call back into the queue. In order for this to occur:

1. Navigate to the script's **Queue to Skill Group** step.
2. Right-click and choose **Properties**.
3. In **Queue > Queue Type**, choose **Change...**
4. Check the **Enable target requery** check box.

Queue Type

Target type: Skill Group

Business Entity: (Not applicable)

Enterprise target: (Not applicable)

Priority: 5

Enable target requery

OK

Cancel

Help

**Note:** Script design is outside the scope of this document. This only explains the minimum step needed to requeue the call. For more details on this, see [Scripting and Media Routing Guide for Cisco Unified ICM/Contact Center Enterprise](#).

## Verify

There is currently no verification procedure available for this configuration.

## Troubleshoot

There is currently no specific troubleshooting information available for this configuration.

## Related Information

There have been a few defects raised that changed the behavior of CVP RNA.

- [CSCvd23158](#): Agent stays Available when ADS RNA expires before CVP RNA
- [CSCuq74727](#): Agent can't stay ready after RNA timeout from CVP Change incorporated in the version 10.5(2) \ 9.0(4) ES\_59
- [CSCuu78331](#): Agent goes to NOT READY when call drops before/after CVP RNA timeout Change incorporated in the version 10.5(3) \ 10.5(2) ES\_46 \ 9.0(4) ES\_88**Note:** These three defects are resolved in UCCE Version 10.5(3) and later, which is the version referenced for the configuration examples.
- [CSCvm82335](#): ICM Agent Desk Setting RNA timer less than CVP RNA timer causes agent state inconsistencies
- [Technical Support & Documentation - Cisco Systems](#)