

Centre d'appels - Renvoi d'appels non disponible - Besoin d'utiliser Renvoi d'appels occupé

Contenu

CFGNA - Groupe de recherche - Affecter CFB lors de l'utilisation d'une option de sonnerie simultanée

Lorsque vous configurez le renvoi d'appels pour un groupe de recherche, vous devez utiliser CFB au lieu de CFGNA lors de l'utilisation du type de recherche simultanée. Voici une explication :

Voici un exemple avec deux agents affectés à un centre d'appels :

```
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

Les deux agents ne sont pas enregistrés en cas de panne locale (par exemple) :

```
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(Sip
```

```
Endpoint.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)
```

et

```
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)
```

Le résultat est une cause de libération 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

Il est donc normal que vous receviez un :

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
```

Comme la cause de la libération est OCCUPÉE, la situation exige que la BFC soit affectée au HG. CFGNA ne démarrera que si un ou plusieurs périphériques reçoivent un INVITE. Comme aucun utilisateur n'est connecté au centre d'appels, aucun utilisateur n'est invité.