

# Característica do retorno de chamada UCCX como visto em CUCM e em UCCX

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## Introdução

Este original descreve como a característica da rechamada UCCX (Cisco Unified Contact Center Express) trabalha. Este original centra-se sobre a análise de um bom atendimento de trabalho com o uso dos traços UCCX e CUCM (gerente das comunicações unificadas de Cisco) e mancha-se os momentos chaves no fluxo de chamadas com a ajuda da análise do log.

## Pré-requisitos

### Requisitos

A Cisco recomenda que você tenha conhecimento destes tópicos:

- Configuração CUCM
- Configuração UCCX
- Lendo traços básicos CUCM SDI/SDL
- Lendo logs básicos UCCX

## Componentes Utilizados

As informações neste documento são baseadas nestas versões de software:

- Verion CUCM: 10.5.2.12900-14
- Versão UCCX: 10.6.1.11001-31

As informações neste documento foram criadas a partir de dispositivos em um ambiente de laboratório específico. Todos os dispositivos utilizados neste documento foram iniciados com uma configuração (padrão) inicial. Se a sua rede estiver ativa, certifique-se de que entende o impacto potencial de qualquer comando.

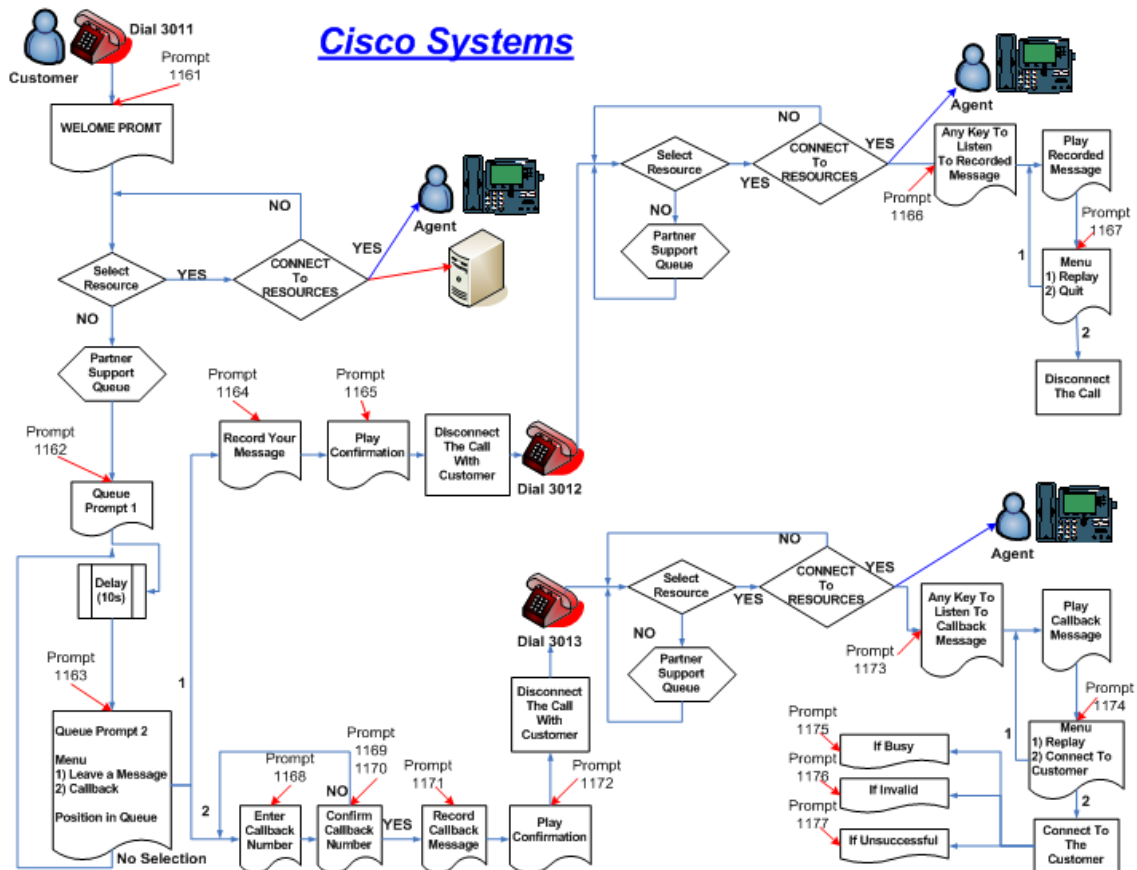
**Note:** Um script baixo é avalie no repositório do script UCCX no <http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-implementation-design-guides-list.html>. You encontrará um arquivo zip. Nesse arquivo zip há um dobrador chamado BaseLineAdvQueueing que contém um script que você possa usar como um script baixo. Há igualmente um original da palavra que descreva como o script trabalha.

## Informações de Apoio

Quando as chamadas do cliente dentro a uma fila UCCX e se naquele tempo todos os agentes disponíveis são ocupadas e não podem tomar o atendimento, a seguir em um intervalo do pré-ajuste, uma alerta está jogada. Esta é perguntar ao cliente se deseja para um retorno de chamada. O cliente pode escolher um retorno de chamada ou deixar uma mensagem.

- Se o cliente escolhe deixar uma mensagem a mensagem está gravada então que e o atendimento é desligado. A volta do inturn do sistema chama um outro disparador CTI (integração de telefonia e computador de Cisco) ou um disparador de Ghost e mantém o atendimento lá até que um agente for livre e lhe jogar então a mensagem recored.
- Se o cliente escolhe o retorno de chamada, a seguir está alertado incorporar o número de retorno de chamada. Após a confirmação do número, o atendimento é desligado. A volta do inturn do sistema chama um outro disparador CTI ou um disparador de Ghost e mantém o atendimento lá até que um agente estiver livre, toma o inout do agente para conectar o agente ao retorno de chamada ao número do cliente.

## Diagrama de fluxo



## Perspectiva CUCM

Os recursos de chamada de volta podem ser divididos em 3 fases

Entrada de usuário da fase 1.

Atendimento do lugar da fase 2.

O atendimento da fase 3. reorienta

### Entrada de usuário da fase 1.

Nesta fase as chamadas do cliente na fila UCCX e todos os agentes são ocupados. O cliente é dado uma opção para um retorno de chamada. Uma vez que o cliente o seleciona, está alertado incorporar o número de retorno de chamada e gravar uma mensagem. Um mensagem de confirmação é jogado depois do qual o atendimento é desligado.

### Fase do atendimento do lugar da fase 2.

Nesta fase UCCX retém o número de chamada de volta e inicia um atendimento novo ao disparador CTI que tem o roteamento normal ICD (Interactive Call Distribution) e mantém o atendimento do fantasma aqui até que um agente estiver livre tomar um atendimento.

Este atendimento é um atendimento de Ghost desde que a etapa do atendimento do lugar usa o

grupo completamente diferente de portas CTI (o ID de grupo do Controle de chamadas é diferente) e de grupo de canais novo dos media, configurado no UCCX e no script próprio.

## O atendimento da fase 3. reorienta a fase

Nesta fase, o agente respondeu ao atendimento, o agente escuta a mensagem que o chamador deixou a tanto quanto ou querem e pressionam uma chave ter a chamada de sistema para trás o chamador do número o chamador deixado inicialmente. O sistema UCCX iniciará agora um atendimento reorienta. isto é usado para transferir o atendimento entre o sistema e o agente ao chamador no número de chamada de volta entrado.

## Perspectiva UCCX

Os recursos de chamada de volta são divididos em 2 scripts que têm 2 aplicativos diferentes e 2 disparadores alcançar estes scripts.

### Script 1.

As chamadas do cliente nesta passam pelo processo de script (número do mainline), onde se os agentes são ocupados são alertados para uma rechamada.

Este script é configurado com uma etapa do atendimento do lugar a um outro número chamado o número de chamada de volta que é um outro disparador com um script simples ICD.

### Script 2.

Um script simples ICD para o disparador da rechamada que tem um recurso seletivo em um CSQ que contém o pool dos agentes a ser selecionados para a rechamada. O atendimento de cliente está deixado cair depois que entra no número de chamada de volta e um atendimento de Ghost está reorientado a este script e mantido na espera.

Quando um agente está disponível para que a rechamada inicie este atendimento está construído uma ponte sobre ao número de chamada de volta do cliente fornecido com um atendimento reorienta o script.

Deve haver 2 grupos de Controle de chamadas diferentes usados para estes scripts sob o **grupo dos subsistemas > da telefonia > de Controle de chamadas CM**.

Deve haver 2 canais diferentes dos media definidos sob **subsistemas > Cisco media**.

Por exemplo:

Script 1: A chamada recebida a este script virá através do ID de grupo 1 do Controle de chamadas e do grupo de canais 1. dos media.

A etapa do atendimento do lugar neste script usará o ID de grupo 2 do Controle de chamadas e o grupo de canais 2. dos media.

Script 2: Este script deve ter um disparador usando um canal diferente dos media do script 1. por exemplo; ID de canal 2 dos media e ID de grupo 2. do Controle de chamadas.

# Detalhes da chamada usados no laboratório

Número chamado inicial do cliente: **2161**

Número da fila do Mainline UCCX: **9999**

Disparador do retorno de chamada UCCX: **3999**

Número de chamada de volta deixado: **08062131**

Número de agente: **62151** (telefone do SORVO)

## Análise do log CUCM

### Entrada de usuário da fase 1.

Entrante convide do telefone IP do cliente:

```
###$ Invite for UCCX trigger $###
```

```
02302874.002 |10:14:27.152 |AppInfo |SIPtcp - wait_SdlReadRsp: Incoming SIP TCP message from
10.106.87.161 on port 52035 index 19 with 1475 bytes:
[83471,NET]
INVITE sip:9@10.106.87.135;user=phone SIP/2.0
Via: SIP/2.0/TCP 10.106.87.161:52035;branch=z9hG4bK0593f26a
From: "2161" <sip:2161@10.106.87.135>;tag=e8ba7006276f00792818f1b2-6550ea32
To: <sip:9@10.106.87.135>
Call-ID: e8ba7006-276f0004-3895b0cc-3fda7fb1@10.106.87.161
Max-Forwards: 70
Date: Fri, 08 Apr 2016 04:44:25 GMT
CSeq: 101 INVITE
User-Agent: Cisco-CP8961/9.4.2
Contact: <sip:849fe75d-ae74-8e22-d48e-c11feccbecf2@10.106.87.161:52035;transport=tcp>
Expires: 180
Accept: application/sdp
Allow: ACK,BYE,CANCEL,INVITE,NOTIFY,OPTIONS,REFER,REGISTER,UPDATE,SUBSCRIBE,INFO
Remote-Party-ID: "2161" <sip:2161@10.106.87.135>;party=calling;id-
type=subscriber;privacy=off;screen=yes
Supported: replaces,join,sdp-anat,norefersub,resource-priority,extended-refer,X-cisco-
callinfo,X-cisco-serviceuri,X-cisco-escapecodes,X-cisco-service-control,X-cisco-srtp-fallback,X-
cisco-monrec,X-cisco-config,X-cisco-sis-7.0.0,X-cisco-xsi-8.0.1
Allow-Events: kpml,dialog
Recv-Info: conference
Recv-Info: x-cisco-conference
Content-Length: 354
Content-Type: application/sdp
Content-Disposition: session;handling=optional

v=0
o=Cisco-SIPUA 23877 0 IN IP4 10.106.87.161
s=SIP Call
t=0 0
m=audio 17818 RTP/AVP 102 0 8 116 18 101
c=IN IP4 10.106.87.161
a=rtpmap:102 L16/16000
a=rtpmap:0 PCMU/8000
```

```
a=rtpmap:8 PCMA/8000
a=rtpmap:116 iLBC/8000
a=fmtp:116 mode=20
a=rtpmap:18 G729/8000
a=fmtp:18 annexb=no
a=rtpmap:101 telephone-event/8000
a=fmtp:101 0-15
a=sendrecv
```

**Você vê que uma análise de dígitos acontece para UCCX número 9999:**

```
###$ Digit Analysis happens for UCCX number 9999 $###
```

```
02302962.007 |10:14:27.832 |AppInfo |Digit analysis: match(pi="2", fqcn="2161",
cn="2161",plv="5", pss="", TodFilteredPss="", dd="9999",dac="0")
02302962.008 |10:14:27.832 |AppInfo |Digit analysis: analysis results
02302962.009 |10:14:27.832 |AppInfo ||PretransformCallingPartyNumber=2161
|CallingPartyNumber=2161
|DialingPartition=
|DialingPattern=9999
|FullyQualifiedCalledPartyNumber=9999
|DialingPatternRegularExpression=(9999)
|DialingWhere=
|PatternType=Enterprise
```

**Em resposta encontrar onde o número 9999 deve ser distribuído, você obtém o Linecontroller e este é o processo seguinte que segura o atendimento:**

```
02302964.000 |10:14:27.832 |SdlSig |DmPidRes
|wait |Da(1,100,211,1)
|DeviceManager(1,100,205,1) |1,100,14,94509.144^10.106.87.161^* |[R:N-
H:0,N:0,L:0,V:0,Z:0,D:0] Cepn=4eebaf05-990d-7980-a79f-e4488fb75cec Id=3836477808 ccmType=4
DeviceName=9999: Pid=1,100,174,555,ad243d17-98b4-4118-8feb-5ff2e1b781ac
```

```
###$ PID=LineControl(1,100,174,555) is the response
```

```
02302964.001 |10:14:27.832 |AppInfo |Digit analysis: wait_DmPidRes- Partition=[] Pattern=[9999]
Where=[],cmDeviceType=[UserDevice], OutsideDialtone =[0], DeviceOverride=[0],
PID=LineControl(1,100,174,555),CI=[31614358],Sender=Cdcc(1,100,219,249)
```

**Isto conduz-nos ao Linecontroller:**

```
02302975.001 |10:14:27.833 |AppInfo |LineControl(555) - 0 calls, 0 CiReq, busyTrigger=10000,
maxCall=10000
02302975.002 |10:14:27.833 |Created |
| |LineCdpc(1,100,175,269)
|LineControl(1,100,174,555) |
|NumOfCurrentInstances: 2
02302975.003 |10:14:27.833 |AppInfo |LineControl(555) - Get call instance=1 for CI=31614359
02302975.004 |10:14:27.833 |AppInfo |LineControl(555): restart0_CcSetupReq update State of cdpc
(269) to receive7
```

**Linecontroller conduz-nos agora ao dispositivo (porta CTI):**

```
02302979.000 |10:14:27.834 |SdlSig |CcSetupReq
|null0 |LineCdpc(1,100,175,269)
|LineControl(1,100,174,555) |1,100,14,94509.144^10.106.87.161^* |[R:N-
H:0,N:1,L:0,V:0,Z:0,D:0] CI=31614359 CI.branch=0 sBPL.plid=65 sBPL.l=1 sBPL.pl=5 sBPL.msd=0
FDataType=0opId=0ssType=0 SsKey=0invokeId=0resultExp=Fpbda=F pi.piid=30 pi.l=0 pi2.piid=30
pi2.l=0 pi3.piid=30 pi3.l=0 FQCGPN=ti=1nd=2161pi=0sil preXCgpn=tn=0npi=0ti=1nd=2161pi=0sil
cgPart= cgPat=2161 cgpn=tn=0npi=0ti=1nd=2161pi=1sil cgpnVM= unXCgpn=tn=0npi=0ti=1nd=2161pi=1sil
```

cName=locale: 1 Name: UnicodeName: pi: 1  
DD=tn=0npi=1ti=1nd=9999User=9999Host=10.106.87.135Port=5060PassWord=Madder=Transport=4mDisplayNa  
me=RawUrl=sip:9@10.106.87.135;user=phoneOrigPort=0pi=0sil  
origDD=tn=0npi=1ti=1nd=9999User=9999Host=10.106.87.135Port=5060PassWord=Madder=Transport=4mDispl  
ayName=RawUrl=sip:9@10.106.87.135;user=phoneOrigPort=0pi=0sil  
preXCdpn=tn=0npi=0ti=1nd=9999pi=0si0 preXTagsList=SUBSCRIBER preXPosMatchList=9999 cdPart=  
cdPat=9999 cdpn=tn=0npi=0ti=1nd=9999pi=1si1 cdpnVMbox= localPatternUsage=2  
connectedPatternUsage=2 itrPart= itrPat= LRPart= LRPat=9999 LR=tn=0npi=0ti=1nd=9999pi=0sil LRVM=  
LRName=locale: 1 Name: UnicodeName: pi: 0 FQOCpdn=ti=1nd=9999pi=0sil  
ffQLRNum=ti=1nd=9999pi=0sil oPart= oPat=9999 oCpdn=tn=0npi=0ti=1nd=9999pi=0sil oCdpnVM= oRFR=0  
oName=locale: 1 Name: UnicodeName: pi: 0 ts=SUBSCRIBER posMatches=9999 withTags= withValues=  
rdn.l=0IpAddrMode=0 ipAddrType=0 ipv4=10.106.87.161:52035 region=Default capCount=5 ctiActive=F  
ctiFarEndDev=1 ctiCCMId=1 cgPtyDev=SEPE8BA7006276F callInst=1 confCallInst=0 OLF=1Supp  
DTMF=3DTMF Cfg=1DTMF Payload=10lisOffNetDev=F bc.l=3 bc.itr=1 bc.itc=0 bc.trm=0 bc.tm=16  
maxForwards=69 cgpnMaskedByRedirect=F callingDP=1b1b9eb6-7803-11d3-bdf0-00108302ead1  
featCallType=0 callingUserId= UnicodeName: muteEnabled=0 associatedCallCI=0 featurePriority=1  
nonTargetPolicy=0 unconsumedDigits= suppressMOH=F numPlanPkid =4eebaf05-990d-7980-a79f-  
e4488fb75cec networkDomain= bitMask=0 SetupReason=0 routeClass=1 sideACmDeviceType=4 protected=1  
ControlProcessType=0 tokens=0 isPresent=F transitCount=0 geolocInfo={geolocPkid=, filterPkid=,  
geolocVal=, devType=4} locPkid=29c5c1c4-8871-4d1e-8394-0b9181e8c54d locName=Hub\_None deductBW=F  
fateShareId=StandAloneCluster:31614358 videoTrafficClass=Desktop oFromAnalogDvc=F  
bridgeParticipantID= callingUsr= remoteClusterID= isEMCCDevice=F lHPMemCEPN= CHPMemCEPN=  
uri=ti=1User=Host=Port=0PassWord=Madder=Transport=4mDisplayName=RawUrl=<sip:849fe75d-ae74-8e22-  
d48e-c11fecbcecf2@10.106.87.161:52035;transport=tcp>OrigPort=0pi=0sil isParamSet=T M=Unknown  
;rc=0 Hdrs= CanSupportSIPtandN=true TransId=0 AllowBitMask=0x7bf UserAgentOrServer=Cisco-  
CP8961/9.4.2 OrigDDName=locale: 1 Name: UnicodeName: pi: 0 mCallerId=  
mCallerName=LatentCaps=null icidVal= icidGenAddr= oioid= toioid= ptParams= receivedPAID= routeHdr=  
routeCepn= requestURI= PCVFlag=F originallyHadISUP=F isIMSFinalRoute=F IMSMode=0  
SideABibEnabled= 3 isCgpnNonPreemptable=F isCdpnNonPreemptable=F origDP=1b1b9eb6-7803-11d3-bdf0-  
00108302ead1 lastRedirectingDP=1b1b9eb6-7803-11d3-bdf0-00108302ead1 originalLRG=  
lastRedirectingLRG= nwLoc=0 rstr= FarEndDeviceName=SEPE8BA7006276F hdrMOH=0 CAL={v=ffffff, f=  
m=ffffff, tDev=F, res=F, devType=0}  
02302979.001 |10:14:27.834 |AppInfo |LineCdpc(269): -dispatchToAllDevices-, sigName=CcSetupReq,  
device=TRG2

O atendimento é apresentado agora à porta CTI e a porta responde ao atendimento:

02303167.000 |10:14:27.874 |SdlSig-I |CtiLineCallAnswerReq  
|restart0 |StationD(1,100,63,520)  
|CTIDeviceLineMgr(1,200,25,1) |1,200,13,273912.572^10.106.87.133^TEST\_543210 |[R:N-  
H:0,N:0,L:0,V:0,Z:0,D:0] mAsyncResponse=6043 CH=1|31614360 LH=1|1063 MediaDeviceName =  
MediaDevicePid = (0,0,0,0) resource ID=0  
02303167.001 |10:14:27.874 |AppInfo |StationD(520): StationCtiId-CtiLineCallAnswerReq LH=1|1063  
02303167.002 |10:14:27.874 |AppInfo |StationD(520): StationCtiId-CtiLineCallAnswerReq LH=1|1063  
02303168.000 |10:14:27.874 |SdlSig |StationOffHook  
|restart0 |StationD(1,100,63,520)  
|StationD(1,100,63,520) |1,200,13,273912.572^10.106.87.133^TEST\_543210 |[R:N-  
H:0,N:1,L:0,V:0,Z:0,D:0] Line=1 CI=31614360 GCI.node=0 GCI.ci=0 mDialedDigits= mPrimaryCi=0  
cgpn= cgpnVMBx= trigger=0 mSpooofCgp=F fp=1 fid=9999 FDataType=0opId=0ssType=0  
SsKey=0invokeId=0resultExp=Fbpda=F

###\$ CTI Port Answered the call or Call is now in Queue \$###

02303168.001 |10:14:27.874 |AppInfo |StationD: (0000520) restart0\_StationOffHook - INFO:  
CI=31614360 on line=1, SPKMode=0, alwaysPrimeLine=0, alwaysUsePrimeLineForVM=0, fid=9999,  
offHookTrigger=0.  
02303168.002 |10:14:27.874 |AppInfo |StationD: (0000520) restart0\_StationOffHook - INFO:  
CI=31614360 on line=1, SPKMode=0. Answer.  
02303168.003 |10:14:27.874 |AppInfo |StationD: (0000520) preProcessing - INFO: Please Send  
the signal now.  
02303168.004 |10:14:27.874 |AppInfo |StationD: (0000520) INFO- sendSignalNow,  
sigName=StationOffHook, cdpc=240

Neste momento o chamador está na fila e o announcemet é jogado. Depois que uma estadia do

pré-ajuste, o cliente escolhe a característica do retorno de chamada e a começa incorporar o número de retorno de chamada como os dígitos de DTMF 0,8,0,6,2,1,3,1,#.

###\$ Digit 0 \$###

```
02303407.000 |10:14:46.625 |SdlSig-O |CtiDTMFNotify |NA
RemoteSignal |UnknownProcessName(1,200,25,1) |StationCdpc(1,100,64,240)
|1,100,14,94509.150^10.106.87.161^* |[R:N-H:0,N:1,L:0,V:0,Z:0,D:0] LH=1|1063
CH=1|31614360 GCH=1|29124
02303408.000 |10:14:46.625 |SdlSig |StationOutputKeypadButton
|restart0 |StationD(1,100,63,520)
|StationCdpc(1,100,64,240) |1,100,14,94509.150^10.106.87.161^* |[R:N-
H:0,N:0,L:0,V:0,Z:0,D:0] Digit=0 CI=31614360Line=1
```

###\$ Digit 8 \$###

```
02303430.000 |10:14:47.243 |SdlSig-O |CtiDTMFNotify |NA
RemoteSignal |UnknownProcessName(1,200,25,1) |StationCdpc(1,100,64,240)
|1,100,14,94509.151^10.106.87.161^* |[R:N-H:0,N:1,L:0,V:0,Z:0,D:0] LH=1|1063
CH=1|31614360 GCH=1|29124
02303431.000 |10:14:47.243 |SdlSig |StationOutputKeypadButton
|restart0 |StationD(1,100,63,520)
|StationCdpc(1,100,64,240) |1,100,14,94509.151^10.106.87.161^* |[R:N-
H:0,N:0,L:0,V:0,Z:0,D:0] Digit=8 CI=31614360Line=1
```

###\$ Digit 0 \$###

```
02303446.000 |10:14:47.791 |SdlSig-O |CtiDTMFNotify |NA
RemoteSignal |UnknownProcessName(1,200,25,1) |StationCdpc(1,100,64,240)
|1,100,14,94509.152^10.106.87.161^* |[R:N-H:0,N:1,L:0,V:0,Z:0,D:0] LH=1|1063
CH=1|31614360 GCH=1|29124
02303447.000 |10:14:47.791 |SdlSig |StationOutputKeypadButton
|restart0 |StationD(1,100,63,520)
|StationCdpc(1,100,64,240) |1,100,14,94509.152^10.106.87.161^* |[R:N-
H:0,N:0,L:0,V:0,Z:0,D:0] Digit=0 CI=31614360Line=
```

###\$ Digit 6 \$###

```
02303465.000 |10:14:48.962 |SdlSig-O |CtiDTMFNotify |NA
RemoteSignal |UnknownProcessName(1,200,25,1) |StationCdpc(1,100,64,240)
|1,100,14,94509.153^10.106.87.161^* |[R:N-H:0,N:1,L:0,V:0,Z:0,D:0] LH=1|1063
CH=1|31614360 GCH=1|29124
02303466.000 |10:14:48.962 |SdlSig |StationOutputKeypadButton
|restart0 |StationD(1,100,63,520)
|StationCdpc(1,100,64,240) |1,100,14,94509.153^10.106.87.161^* |[R:N-
H:0,N:0,L:0,V:0,Z:0,D:0] Digit=6 CI=31614360Line=1
```

###\$ Digit 2 \$###

```
02303481.000 |10:14:49.520 |SdlSig-O |CtiDTMFNotify |NA
RemoteSignal |UnknownProcessName(1,200,25,1) |StationCdpc(1,100,64,240)
|1,100,14,94509.154^10.106.87.161^* |[R:N-H:0,N:1,L:0,V:0,Z:0,D:0] LH=1|1063
CH=1|31614360 GCH=1|29124
02303482.000 |10:14:49.520 |SdlSig |StationOutputKeypadButton
|restart0 |StationD(1,100,63,520)
|StationCdpc(1,100,64,240) |1,100,14,94509.154^10.106.87.161^* |[R:N-
H:0,N:0,L:0,V:0,Z:0,D:0] Digit=2 CI=31614360Line=1
```

###\$ Digit 1 \$###

```
02303499.000 |10:14:50.014 |SdlSig-O |CtiDTMFNotify |NA
```



```
RemoteSignal          |UnknownProcessName(1,200,25,1) |StationCdpc(1,100,64,240)
|1,100,14,94509.155^10.106.87.161^* | [R:N-H:0,N:1,L:0,V:0,Z:0,D:0] LH=1|1063
CH=1|31614360 GCH=1|29124
02303500.000 |10:14:50.014 |SdlSig |StationOutputKeypadButton
|restart0 |StationD(1,100,63,520)
|StationCdpc(1,100,64,240) |1,100,14,94509.155^10.106.87.161^* | [R:N-
H:0,N:0,L:0,V:0,Z:0,D:0] Digit=1 CI=31614360Line=1
```

###\$ Digit 3 \$###

```
02303516.000 |10:14:50.431 |SdlSig-O |CtiDTMFNotify |NA
RemoteSignal          |UnknownProcessName(1,200,25,1) |StationCdpc(1,100,64,240)
|1,100,14,94509.156^10.106.87.161^* | [R:N-H:0,N:1,L:0,V:0,Z:0,D:0] LH=1|1063
CH=1|31614360 GCH=1|29124
02303517.000 |10:14:50.431 |SdlSig |StationOutputKeypadButton
|restart0 |StationD(1,100,63,520)
|StationCdpc(1,100,64,240) |1,100,14,94509.156^10.106.87.161^* | [R:N-
H:0,N:0,L:0,V:0,Z:0,D:0] Digit=3 CI=31614360Line=1
```

###\$ Digit 1 \$###

```
02303532.000 |10:14:50.858 |SdlSig-O |CtiDTMFNotify |NA
RemoteSignal          |UnknownProcessName(1,200,25,1) |StationCdpc(1,100,64,240)
|1,100,14,94509.157^10.106.87.161^* | [R:N-H:0,N:1,L:0,V:0,Z:0,D:0] LH=1|1063
CH=1|31614360 GCH=1|29124
02303533.000 |10:14:50.858 |SdlSig |StationOutputKeypadButton
|restart0 |StationD(1,100,63,520)
|StationCdpc(1,100,64,240) |1,100,14,94509.157^10.106.87.161^* | [R:N-
H:0,N:0,L:0,V:0,Z:0,D:0] Digit=1 CI=31614360Line=1
```

###\$ Digit # pressed to confirm the call back \$###

```
02303549.000 |10:14:51.558 |SdlSig-O |CtiDTMFNotify |NA
RemoteSignal          |UnknownProcessName(1,200,25,1) |StationCdpc(1,100,64,240)
|1,100,14,94509.158^10.106.87.161^* | [R:N-H:0,N:1,L:0,V:0,Z:0,D:0] LH=1|1063
CH=1|31614360 GCH=1|29124
02303550.000 |10:14:51.558 |SdlSig |StationOutputKeypadButton
|restart0 |StationD(1,100,63,520)
|StationCdpc(1,100,64,240) |1,100,14,94509.158^10.106.87.161^* | [R:N-
H:0,N:0,L:0,V:0,Z:0,D:0] Digit=# CI=31614360Line=1
```

###\$ CTI/UCCX disconnect the call \$###

```
02303553.000 |10:14:51.561 |SdlSig-I |CtiLineCallDisconnectReq
|restart0 |StationD(1,100,63,520)
|CTIDeviceLineMgr(1,200,25,1) |1,200,13,273912.574^10.106.87.133^TEST_543210 | [R:N-
H:0,N:0,L:0,V:0,Z:0,D:0] mAsyncResponse=6045 CH=1|31614360 LH=1|1063
02303553.001 |10:14:51.561 |AppInfo |StationD(520): StationCtiD-CtiLineCallDisconnectReq
LH=1|1063
02303553.002 |10:14:51.561 |AppInfo |StationD(520): StationCtiD-CtiLineCallDisconnectReq
LH=1|1063
```

Com esta mensagem, o atendimento com PSTN (rede telefônica pública comutada) é desligado e encena 1 ou a fase da entrada de usuário é terminada.

## Atendimento do lugar da fase 2.

Você vê que o sistema inicia um atendimento ao disparador 3999 da rechamada CTI.

###\$ CTI redirect to Call back trigger (Stage 2 )

```
02303675.000 |10:14:51.772 |SdlSig-I |CtiLineCallInitiateReq
|restart0 |StationD(1,100,63,520)
|CTIDeviceLineMgr(1,200,25,1) |1,200,13,273912.576^10.106.87.133^TEST_543210 |[R:N-
H:0,N:0,L:0,V:0,Z:0,D:0] AsyncResponse=6046 LH=1|1063 GCH=1|29125 CalledPartyInfo=3999
MediaDeviceName = MediaDevicePid = (0,0,0,0) resource ID=0 FetaurePriority=1
```

#### Digit Analysis for CTI call back number ####

```
02303722.006 |10:14:51.778 |AppInfo |Digit analysis: match(pi="2", fqcn="543210",
cn="543210",plv="5", pss="", TodFilteredPss="", dd="3999",dac="0")
02303722.007 |10:14:51.778 |AppInfo |Digit analysis: analysis results
02303722.008 |10:14:51.778 |AppInfo ||PretransformCallingPartyNumber=543210
|CallingPartyNumber=543210
|DialingPartition=
|DialingPattern=3999
|FullyQualifiedCalledPartyNumber=3999
|DialingPatternRegularExpression=(3999)
```

#### Call is offered to CTI Ports (This is the Queue for Busy application)

```
02303783.006 |10:14:51.803 |AppInfo |Digit analysis: match(pi="1", fqcn="543210",
cn="543210",plv="5", pss="", TodFilteredPss="", dd="4003",dac="0")
02303783.007 |10:14:51.803 |AppInfo |Digit analysis: analysis results
02303783.008 |10:14:51.803 |AppInfo ||PretransformCallingPartyNumber=543210
|CallingPartyNumber=543210
|DialingPartition=
|DialingPattern=4003
|FullyQualifiedCalledPartyNumber=4003
```

#### CTI port accepts the call or Answers the call

```
02303916.000 |10:14:51.855 |SdlSig |StationOffHook
|call_received7 |StationCdpc(1,100,64,243)
|StationD(1,100,63,509) |1,200,13,273912.579^10.106.87.133^ICD_4003 |[R:N-
H:0,N:0,L:0,V:0,Z:0,D:0] Line=1 CI=31614363 GCI.node=0 GCI.ci=0 mDialedDigits= mPrimaryCi=0
cgpn= cgpnVMBx= trigger=0 mSpoolCgp=F fp=1 fid=0 FDataType=0opId=0ssType=0
SsKey=0invokeId=0resultExp=Fbpda=F
02303916.001 |10:14:51.855 |AppInfo |StationCdpc(243): StationCtiCdpc-StationOffHook
CH=1|31614363
02303916.002 |10:14:51.855 |AppInfo |StationCdpc(243): StationCtiCdpc-StationOffHook
CH=1|31614363
```

**O CTI faz agora transferência ao agente uma vez que um agente está livre aceitar o atendimento:**

#### CTI Initating Transfer to Agent is now avaliabe to take the call

```
02304085.000 |10:14:53.429 |SdlSig-I |CtiLineCallTransferSetupReq
|restart0 |StationD(1,100,63,509)
|CTIDeviceLineMgr(1,200,25,1) |1,200,13,273912.583^10.106.87.133^ICD_4003 |[R:N-
H:0,N:0,L:0,V:0,Z:0,D:0] AsyncResponse=6054 LH=1|1041 CH=1|31614363 DN=62151
ConsultWithoutMedia=T
02304085.001 |10:14:53.429 |AppInfo |StationD(509): StationCtiD-CtiLineCallTransferSetupReq
CH=1|31614363 cdpn=62151
02304085.002 |10:14:53.429 |AppInfo |StationD(509): StationCtiD-CtiLineCallTransferSetupReq
CH=1|31614363 cdpn=62151
```

#### DD for Agent

```
02304237.006 |10:14:53.440 |AppInfo |Digit analysis: match(pi="2", fqcn="4003",
cn="4003",plv="5", pss="", TodFilteredPss="", dd="62151",dac="0")
02304237.007 |10:14:53.440 |AppInfo |Digit analysis: analysis results
02304237.008 |10:14:53.440 |AppInfo ||PretransformCallingPartyNumber=4003
```

|CallingPartyNumber=4003  
|DialingPartition=  
|DialingPattern=62151  
|FullyQualifiedCalledPartyNumber=62151  
|DialingPatternRegularExpression=(62151)

###\$ Invite for the Agent

INVITE sip:b16b6893-445d-6407-2a23-83e6ff6fb4f7@10.106.87.164:52242;transport=tcp SIP/2.0  
Via: SIP/2.0/TCP 10.106.87.135:5060;branch=z9hG4bK3fc859136cc1  
From: "Busy Application" <sip:4003@10.106.87.135>;tag=32711~54aff7a7-042a-4733-9a99-8a2f7027a30d-31614366  
To: <sip:62151@10.106.87.135>  
Date: Fri, 08 Apr 2016 04:44:53 GMT  
Call-ID: a13f5600-70713745-3da4-87576a0a@10.106.87.135  
Supported: timer,resource-priority,replaces  
Min-SE: 1800  
User-Agent: Cisco-CUCM10.5  
Allow: INVITE, OPTIONS, INFO, BYE, CANCEL, ACK, PRACK, UPDATE, REFER, SUBSCRIBE, NOTIFY  
CSeq: 101 INVITE  
Expires: 180  
Allow-Events: presence  
Call-Info: <urn:x-cisco-remotecc:callinfo>; security= Unknown; orientation= from; gci= 1-29126;  
isVoip; call-instance= 1  
Send-Info: conference, x-cisco-conference  
Alert-Info: <file://Bellcore-drl/>  
Remote-Party-ID: "Busy Application" <sip:4003@10.106.87.135;x-cisco-callback-  
number=4003>;party=calling;screen=yes;privacy=off  
Contact: <sip:4003@10.106.87.135:5060;transport=tcp>  
Max-Forwards: 70  
Content-Length: 0

Depois que isto o agente é conectado pelo ocupado ao script e ao **atendimento** ocupados da fase **3 reorienta** começa.

## O atendimento da fase 3. reorienta

O agente escuta as opções que estão presentes. A opção 1 aceita o atendimento e chama para trás o cliente.

O agente pressiona o dígito 1 na almofada da chave macia:

###\$ Digit 1 pressed by the agent

NOTIFY sip:10.106.87.135:5060 SIP/2.0  
Via: SIP/2.0/TCP 10.106.87.164:52242;branch=z9hG4bK187640df  
To: "Busy Application" <sip:4003@10.106.87.135>;tag=32711~54aff7a7-042a-4733-9a99-8a2f7027a30d-31614366  
From: <sip:62151@10.106.87.135>;tag=e8ba70fb6e0a20544386b963-4947235a  
Call-ID: a13f5600-70713745-3da4-87576a0a@10.106.87.135  
Date: Fri, 08 Apr 2016 04:45:01 GMT  
CSeq: 102 NOTIFY  
Event: kpml  
Subscription-State: active; expires=7200  
Max-Forwards: 70  
Contact: <sip:b16b6893-445d-6407-2a23-83e6ff6fb4f7@10.106.87.164:52242;transport=tcp>  
Allow: ACK, BYE, CANCEL, INVITE, NOTIFY, OPTIONS, REFER, REGISTER, UPDATE, SUBSCRIBE  
Content-Length: 201  
Content-Type: application/kpml-response+xml  
Content-Disposition: session;handling=required

<?xml version="1.0" encoding="UTF-8"?>

<kpml-response xmlns="urn:ietf:params:xml:ns:kpml-response" version="1.0" code="200" text="OK" suppressed="false" forced\_flush="false" digits="1" tag="dtmf"/>

Neste momento o sistema iniciará agora um “atendimento reorienta”. É usado para transferir o atendimento entre o sistema e o agente ao chamador no número de chamada de volta entrado.

###\$ CfRedirectingDestinationRegister

```
02305081.000 |10:15:07.835 |SdlSig |CfRedirectingDestinationRegister
|tcc_idle0 |Cdcc(1,100,219,256)
|Cdcc(1,100,219,251) |1,100,14,94475.134^10.106.87.164^* |[R:N-
H:0,N:5,L:0,V:0,Z:0,D:0] orphanedCI= 31614361 collectCodeIfNeeded= 0
02305082.000 |10:15:07.835 |SdlSig |CcOrphanPauseReq
|call_active10 |LineCdpc(1,100,175,271)
|LineControl(1,100,174,554) |1,100,14,94475.134^10.106.87.164^* |[R:N-
H:0,N:5,L:0,V:0,Z:0,D:0] CI= 31614361
02305082.001 |10:15:07.835 |AppInfo |LineCdpc(271): -dispatchToOnlySCCPSIPDevices-,
sigName=CcOrphanPauseReq, device=TEST_543210
02305083.000 |10:15:07.835 |SdlSig |CcNotifyReq
|newpaused |LineCdpc(1,100,175,271)
|LineControl(1,100,174,554) |1,100,14,94475.134^10.106.87.164^* |[R:N-
H:0,N:5,L:0,V:0,Z:0,D:0] CI=31614361 CI.branch=0 lPart= lPatt= lModNum=pi=0sil lName=locale: 1
Name: UnicodeName: pi: 0 cName=locale: 1 Name: UnicodeName: pi: 0 cn:pi=0sil cVMbox=
localPatternUsage=2 connectedPatternUsage=2 lCnPart= lCnPatt= rn:pi=0sil lLRPart= lLRPatt=
lOCdpnPart= lOCdpnPatt= oCdpn:pi=0sil oRFR =0 lBridgePartID= lCnBridgePartID= lHPMemCEPN=
cHPMemCEPN= onBehalf=CCtiLine whichSide=0 holdFlag=0 notifyMsg=locale: 1 Name: UnicodeName:
promptMsg=locale: 1 Name: UnicodeName: apply Instr=0 s.sv=0 promptMsg.userLocale=1
cgDevName=TEST_543210 ctiActive=F ctiFarEndDev=0 ctiCCMId=0 CTI event not set.
secureStatus=(T,0) callState=5 media=1 bitMask=4000000 Supp DTMF=3DTMF Cfg=1DTMF Payload=101
notifiedDNName= connType=0 connStatus=0newPL=5newPLDmn=0 networkDomain= suppressMOH=F
triggerByJoin=F NotifInd= ni.niid=39 ni.l=0 ni.nnd=0deviceCepn= partitionSearchSpace=
geolocInfo={geolocPkid=, filterPkid=, geolocVal=, devType=4} locPkid= locName= deductBW=F
fateShareId= videoTrafficClass=Desktop dtmMcNodeId=0 dtmCurrentCi=0 isOffNetDevice=F ignCntH=F
cmDeviceType=4 ssCause=0TransparentData=null CanSupportSIPTandN=false TransId=0 AllowBitMask=0x0
UserAgentOrServer= OrigDDName=locale: 1 Name: UnicodeName: pi: 0 mCallerId= mCallerName=
FDataType=0opId=0ssType=0 SsKey=0invokeId=0resultExp=FbpdA=F isParamSet=F mobilityEventType=0x0
BibEnabled = 3 MMCAp=0x1 CAL={v=-1, m=-1, tDev=F, res=F, devType=0} CAL={v=-10, m=-1, tDev=F,
res=F, devType=0} CallInstanceNumber=0 farEndDevName=SEPE8BA70FB6E0A hdrMOH=0
02305083.001 |10:15:07.835 |AppInfo |LineCdpc(271): -dispatchToAllDevices-,
sigName=CcNotifyReq, device=TEST_543210
02305084.000 |10:15:07.835 |SdlSig |CcNotifyReq
|call_active10 |LineCdpc(1,100,175,275)
|LineControl(1,100,174,577) |1,100,14,94475.134^10.106.87.164^* |[R:N-
H:0,N:5,L:0,V:0,Z:0,D:0] CI=31614366 CI.branch=0 lPart= lPatt= lModNum=pi=0sil lName=locale: 1
Name: UnicodeName: pi: 0 cName=locale: 1 Name: UnicodeName: pi: 0 cn:pi=0sil cVMbox=
localPatternUsage=2 connectedPatternUsage=2 lCnPart= lCnPatt= rn:pi=0sil lLRPart= lLRPatt=
lOCdpnPart= lOCdpnPatt= oCdpn:pi=0sil oRFR =0 lBridgePartID= lCnBridgePartID= lHPMemCEPN=
cHPMemCEPN= onBehalf=CCtiLine whichSide=0 holdFlag=0 notifyMsg=locale: 1 Name: UnicodeName:
promptMsg=locale: 1 Name: UnicodeName: apply Instr=0 s.sv=0 promptMsg.userLocale=1
cgDevName=TEST_543210 ctiActive=F ctiFarEndDev=0 ctiCCMId=0 CTI event not set.
secureStatus=(T,0) callState=5 media=1 bitMask=4000000 Supp DTMF=1DTMF Cfg=1DTMF Payload=0
notifiedDNName= connType=0 connStatus=0newPL=5newPLDmn=0 networkDomain= suppressMOH=F
triggerByJoin=F NotifInd= ni.niid=39 ni.l=0 ni.nnd=0deviceCepn= partitionSearchSpace=
geolocInfo={geolocPkid=, filterPkid=, geolocVal=, devType=4} locPkid=29c5c1c4-8871-4d1e-8394-
0b9181e8c54d locName=Hub_None deductBW=F fateShareId=StandAloneCluster:31614361
videoTrafficClass=Unspecified dtmMcNodeId=0 dtmCurrentCi=0 isOffNetDevice=F ignCntH=F
cmDeviceType=4 ssCause=0TransparentData=null CanSupportSIPTandN=false TransId=0 AllowBitMask=0x0
UserAgentOrServer= OrigDDName=locale: 1 Name: UnicodeName: pi: 0 mCallerId= mCallerName=
FDataType=0opId=0ssType=0 SsKey=0invokeId=0resultExp=FbpdA=F isParamSet=F mobilityEventType=0x0
BibEnabled = 0 MMCAp=0x1 CAL={v=-1, m=-1, tDev=F, res=F, devType=0} CAL={v=-10, m=-1, tDev=F,
res=F, devType=0} CallInstanceNumber=0 farEndDevName=TEST_543210 hdrMOH=0
02305084.001 |10:15:07.835 |AppInfo |LineCdpc(275): -dispatchToAllDevices-,
```

sigName=CcNotifyReq, device=SEPE8BA70FB6E0A  
02305085.000 |10:15:07.836 |Sdlsig |RSVPSplitSessionReq  
|wait |RSVPSession(1,100,107,251)  
|ReservationMgr(1,100,110,1) |1,100,14,94475.134^10.106.87.164^\* |[R:N-  
H:0,N:5,L:0,V:0,Z:0,D:0] CI= 31614361 aCI=31614361 bCI=31614366 isASerCI=F isBSerCI=F aNodeId=0  
bNodeId=0 callState=5 aCacSpecificInfo= CAC\_PT\_CONNECTED bCacSpecificInfo= CAC\_PT\_CONNECTED  
02305086.000 |10:15:07.836 |Sdlsig |LBMSplitSessionReq  
|active |LBMInterface(1,100,176,1)  
|ReservationMgr(1,100,110,1) |1,100,14,94475.134^10.106.87.164^\* |[T:N-  
H:0,N:0,L:0,V:0,Z:0,D:0] CI= 31614361 aCI=31614361 bCI=31614366 isASerCI=F isBSerCI=F aNodeId=0  
bNodeId=0 callState=5 aCacSpecificInfo= CAC\_PT\_CONNECTED bCacSpecificInfo= CAC\_PT\_CONNECTED

#### ###\$ CfRedirectingDestinationRegister

02305081.000 |10:15:07.835 |Sdlsig |CfRedirectingDestinationRegister  
|tcc\_idle0 |Cdcc(1,100,219,256)  
|Cdcc(1,100,219,251) |1,100,14,94475.134^10.106.87.164^\* |[R:N-  
H:0,N:5,L:0,V:0,Z:0,D:0] orphanedCI= 31614361 collectCodeIfNeeded= 0  
02305082.000 |10:15:07.835 |Sdlsig |CcOrphanPauseReq  
|call\_active10 |LineCdpc(1,100,175,271)  
|LineControl(1,100,174,554) |1,100,14,94475.134^10.106.87.164^\* |[R:N-  
H:0,N:5,L:0,V:0,Z:0,D:0] CI= 31614361  
02305082.001 |10:15:07.835 |AppInfo |LineCdpc(271): -dispatchToOnlySCCPSIPDevices-,  
sigName=CcOrphanPauseReq, device=TEST\_543210  
02305083.000 |10:15:07.835 |Sdlsig |CcNotifyReq  
|newpaused |LineCdpc(1,100,175,271)  
|LineControl(1,100,174,554) |1,100,14,94475.134^10.106.87.164^\* |[R:N-  
H:0,N:5,L:0,V:0,Z:0,D:0] CI=31614361 CI.branch=0 lPart= lPatt= lModNum=pi=0sil lName=locale: 1  
Name: UnicodeName: pi: 0 cName=locale: 1 Name: UnicodeName: pi: 0 cn:pi=0sil cVMbox=  
localPatternUsage=2 connectedPatternUsage=2 lCnPart= lCnPatt= rn:pi=0sil llRPatt= llRPatt=  
lOCdpnPart= lOCdpnPatt= oCdpn:pi=0sil oRFR =0 lBridgePartID= lCnBridgePartID= lHPMemCEPN=  
cHPMemCEPN= onBehalf=CCTiLine whichSide=0 holdFlag=0 notifyMsg=locale: 1 Name: UnicodeName:  
promptMsg=locale: 1 Name: UnicodeName: apply Instr=0 s.sv=0 promptMsg.userLocale=1  
cgDevName=TEST\_543210 ctiActive=F ctiFarEndDev=0 ctiCCMId=0 CTI event not set.  
secureStatus=(T,0) callState=5 media=1 bitMask=4000000 Supp DTMF=3DTMF Cfg=1DTMF Payload=101  
notifiedDName= connType=0 connStatus=0newPL=5newPLDmn=0 networkDomain= suppressMOH=F  
triggerByJoin=F NotifInd= ni.niid=39 ni.l=0 ni.nnd=0deviceCepn= partitionSearchSpace=  
geolocInfo={geolocPkid=, filterPkid=, geolocVal=, devType=4} locPkid= locName= deductBW=F  
fateShareId= videoTrafficClass=Desktop dtmMcNodeId=0 dtmCurrentCi=0 isOffNetDevice=F ignCntH=F  
cmDeviceType=4 ssCause=0TransparentData=null CanSupportSIPtandN=false TransId=0 AllowBitMask=0x0  
UserAgentOrServer= OrigDDName=locale: 1 Name: UnicodeName: pi: 0 mCallerId= mCallerName=  
FDataTypes=0opId=0ssType=0 SsKey=0invokeId=0resultExp=FbpdA=F isParamSet=F mobilityEventType=0x0  
BibEnabled= 3 MMCAp=0x1 CAL={v=-1, m=-1, tDev=F, res=F, devType=0} CAL={v=-10, m=-1, tDev=F,  
res=F, devType=0} CallInstanceNumber=0 farEndDevName=SEPE8BA70FB6E0A hdrMOH=0  
02305083.001 |10:15:07.835 |AppInfo |LineCdpc(271): -dispatchToAllDevices-,  
sigName=CcNotifyReq, device=TEST\_543210  
02305084.000 |10:15:07.835 |Sdlsig |CcNotifyReq  
|call\_active10 |LineCdpc(1,100,175,275)  
|LineControl(1,100,174,577) |1,100,14,94475.134^10.106.87.164^\* |[R:N-  
H:0,N:5,L:0,V:0,Z:0,D:0] CI=31614366 CI.branch=0 lPart= lPatt= lModNum=pi=0sil lName=locale: 1  
Name: UnicodeName: pi: 0 cName=locale: 1 Name: UnicodeName: pi: 0 cn:pi=0sil cVMbox=  
localPatternUsage=2 connectedPatternUsage=2 lCnPart= lCnPatt= rn:pi=0sil llRPatt= llRPatt=  
lOCdpnPart= lOCdpnPatt= oCdpn:pi=0sil oRFR =0 lBridgePartID= lCnBridgePartID= lHPMemCEPN=  
cHPMemCEPN= onBehalf=CCTiLine whichSide=0 holdFlag=0 notifyMsg=locale: 1 Name: UnicodeName:  
promptMsg=locale: 1 Name: UnicodeName: apply Instr=0 s.sv=0 promptMsg.userLocale=1  
cgDevName=TEST\_543210 ctiActive=F ctiFarEndDev=0 ctiCCMId=0 CTI event not set.  
secureStatus=(T,0) callState=5 media=1 bitMask=4000000 Supp DTMF=1DTMF Cfg=1DTMF Payload=0  
notifiedDName= connType=0 connStatus=0newPL=5newPLDmn=0 networkDomain= suppressMOH=F  
triggerByJoin=F NotifInd= ni.niid=39 ni.l=0 ni.nnd=0deviceCepn= partitionSearchSpace=  
geolocInfo={geolocPkid=, filterPkid=, geolocVal=, devType=4} locPkid=29c5c1c4-8871-4d1e-8394-  
0b9181e8c54d locName=Hub\_None deductBW=F fateShareId=StandAloneCluster:31614361  
videoTrafficClass=Unspecified dtmMcNodeId=0 dtmCurrentCi=0 isOffNetDevice=F ignCntH=F  
cmDeviceType=4 ssCause=0TransparentData=null CanSupportSIPtandN=false TransId=0 AllowBitMask=0x0

```
UserAgentOrServer= OrigDDName=locale: 1 Name: UnicodeName: pi: 0 mCallerId= mCallerName=
FDataType=0opId=0ssType=0 SsKey=0invokeId=0resultExp=Fbpda=F isParamSet=F mobilityEventType=0x0
BibEnabled = 0 MMCap=0x1 CAL={v=-1, m=-1, tDev=F, res=F, devType=0} CAL={v=-10, m=-1, tDev=F,
res=F, devType=0} CallInstanceNumber=0 farEndDevName=TEST_543210 hdrMOH=0
02305084.001 |10:15:07.835 |AppInfo |LineCdpc(275): -dispatchToAllDevices-,
sigName=CcNotifyReq, device=SEPE8BA70FB6E0A
02305085.000 |10:15:07.836 |SdlSig |RSVPSplitSessionReq
|wait |RSVPSession(1,100,107,251)
|ReservationMgr(1,100,110,1) |1,100,14,94475.134^10.106.87.164^* |[R:N-
H:0,N:5,L:0,V:0,Z:0,D:0] CI= 31614361 aCI=31614361 bCI=31614366 isASerCI=F isBSerCI=F aNodeId=0
bNodeId=0 callState=5 aCacSpecificInfo= CAC_PT_CONNECTED bCacSpecificInfo= CAC_PT_CONNECTED
02305086.000 |10:15:07.836 |SdlSig |LBMSplitSessionReq
|active |LBMInterface(1,100,176,1)
|ReservationMgr(1,100,110,1) |1,100,14,94475.134^10.106.87.164^* |[T:N-
H:0,N:0,L:0,V:0,Z:0,D:0] CI= 31614361 aCI=31614361 bCI=31614366 isASerCI=F isBSerCI=F aNodeId=0
bNodeId=0 callState=5 aCacSpecificInfo= CAC_PT_CONNECTED bCacSpecificInfo= CAC_PT_CONNECTED
```

Após este usuário ou cliente da fase PSTN que deixa um número de retorno de chamada é conectado com o agente

## Análise do log UCCX

Logs analisados - Logs do motor CCX (MIVR) de RTMT.

O atendimento é recebido no disparador 9999 do cliente 2161.

**### Call received on UCCX trigger 9999 - Mainline number ###**

```
51269: Apr 08 10:14:27.842 IST %MIVR-SS_TEL-7-UNK:Call.received()
JTAPICallContact[id=11,type=Cisco JTAPI
Call,implId=29124/1,active=true,state=CALL_RECEIVED,inbound=true,handled=false,locale=en_US,abort
ting=false,app=App[name=AA,type=Cisco Script Application,id=4,desc=AA,
enabled=true,max=4,valid=true,cfg=[ApplicationConfig[schema=ApplicationConfig,time=2016-04-07
07:10:40.0,recordId=53,desc=AA,name=AA,type=Cisco Script
Application,id=4,enabled=true,sessions=4,script=SCRIPT[callback.aef],defaultScript=,vars=[<java.
lang.String CSQ>,<java.lang.Integer DelayWhileQueued>,<java.lang.String
Triggy>],defaultVars=null]]],
task=null,session=null,seqNum=-
1,time=1460090667841,cn=9999,dn=9999,cgn=2161,ani=null,dnis=null,clid=null,atype=DIRECT,lrd=null
,ocn=9999,odn=null,uii=null,aniii=null,
ced=null,OrigProtocolCallRef=00000000000071C401E2659700000000,DestProtocolCallRef=null,route=RP[
num=9999],port=null,aborting=false,transferring=false,disconnecting=false]
```

O script da chamada é um script simples que tenha uma aceitação, etapa seleta do recurso a uma das filas do agente da chamada (de qual os agentes são selecionados para os atendimentos da chamada).

O atendimento bate o número do mainline da chamada.

O script 1 execução começa.

EXECUTE ID= 29125, a tarefa ID= 3400000019

**### Call received on UCCX trigger 9999 - Mainline number ###**

```
51269: Apr 08 10:14:27.842 IST %MIVR-SS_TEL-7-UNK:Call.received()
```

```
JTAPICallContact[id=11,type=Cisco JTAPI
Call,implId=29124/1,active=true,state=CALL_RECEIVED,inbound=true,handled=false,locale=en_US,aborting=false,app=App[name=AA,type=Cisco Script Application,id=4,desc=AA,enabled=true,max=4,valid=true,cfg=[ApplicationConfig[schema=ApplicationConfig,time=2016-04-07 07:10:40.0,recordId=53,desc=AA,name=AA,type=Cisco Script Application,id=4,enabled=true,sessions=4,script=SCRIPT[callback.aef],defaultScript=,vars=[<java.lang.String CSQ>,<java.lang.Integer DelayWhileQueued>,<java.lang.String Triggy>],defaultVars=null]]],task=null,session=null,seqNum=-1,time=1460090667841,cn=9999,dn=9999,cgn=2161,ani=null,dnis=null,clid=null,atype=DIRECT,lrd=null,ocn=9999,odn=null,uui=null,aniii=null,ced=null,OrigProtocolCallRef=0000000000071C401E265970000000,DestProtocolCallRef=null,route=RP[num=9999],port=null,aborting=false,transferring=false,disconnecting=false]
```

O atendimento é atribuído e o agente é selecionado para a chamada:

**### Call received on UCCX trigger 9999 - Mainline number ###**

```
51269: Apr 08 10:14:27.842 IST %MIVR-SS_TEL-7-UNK:Call.received()
JTAPICallContact[id=11,type=Cisco JTAPI
Call,implId=29124/1,active=true,state=CALL_RECEIVED,inbound=true,handled=false,locale=en_US,aborting=false,app=App[name=AA,type=Cisco Script Application,id=4,desc=AA,enabled=true,max=4,valid=true,cfg=[ApplicationConfig[schema=ApplicationConfig,time=2016-04-07 07:10:40.0,recordId=53,desc=AA,name=AA,type=Cisco Script Application,id=4,enabled=true,sessions=4,script=SCRIPT[callback.aef],defaultScript=,vars=[<java.lang.String CSQ>,<java.lang.Integer DelayWhileQueued>,<java.lang.String Triggy>],defaultVars=null]]],task=null,session=null,seqNum=-1,time=1460090667841,cn=9999,dn=9999,cgn=2161,ani=null,dnis=null,clid=null,atype=DIRECT,lrd=null,ocn=9999,odn=null,uui=null,aniii=null,ced=null,OrigProtocolCallRef=0000000000071C401E265970000000,DestProtocolCallRef=null,route=RP[num=9999],port=null,aborting=false,transferring=false,disconnecting=false]
```

O cliente é alertado entrar no número de chamada de volta. Aqui você vê que o gerente da alerta joga a alerta ao cliente:

**### Call received on UCCX trigger 9999 - Mainline number ###**

```
51269: Apr 08 10:14:27.842 IST %MIVR-SS_TEL-7-UNK:Call.received()
JTAPICallContact[id=11,type=Cisco JTAPI
Call,implId=29124/1,active=true,state=CALL_RECEIVED,inbound=true,handled=false,locale=en_US,aborting=false,app=App[name=AA,type=Cisco Script Application,id=4,desc=AA,enabled=true,max=4,valid=true,cfg=[ApplicationConfig[schema=ApplicationConfig,time=2016-04-07 07:10:40.0,recordId=53,desc=AA,name=AA,type=Cisco Script Application,id=4,enabled=true,sessions=4,script=SCRIPT[callback.aef],defaultScript=,vars=[<java.lang.String CSQ>,<java.lang.Integer DelayWhileQueued>,<java.lang.String Triggy>],defaultVars=null]]],task=null,session=null,seqNum=-1,time=1460090667841,cn=9999,dn=9999,cgn=2161,ani=null,dnis=null,clid=null,atype=DIRECT,lrd=null,ocn=9999,odn=null,uui=null,aniii=null,ced=null,OrigProtocolCallRef=0000000000071C401E265970000000,DestProtocolCallRef=null,route=RP[num=9999],port=null,aborting=false,transferring=false,disconnecting=false]
```

## Fase da entrada

O cliente entra então no número de chamada de volta. O dígito recebeu mensagens no script.

**### Call received on UCCX trigger 9999 - Mainline number ###**

```
51269: Apr 08 10:14:27.842 IST %MIVR-SS_TEL-7-UNK:Call.received()
JTAPICallContact[id=11,type=Cisco JTAPI
Call,implId=29124/1,active=true,state=CALL_RECEIVED,inbound=true,handled=false,locale=en_US,aborting=false,app=App[name=AA,type=Cisco Script Application,id=4,desc=AA,enabled=true,max=4,valid=true,cfg=[ApplicationConfig[schema=ApplicationConfig,time=2016-04-07 07:10:40.0,recordId=53,desc=AA,name=AA,type=Cisco Script Application,id=4,enabled=true,sessions=4,script=SCRIPT[callback.aef],defaultScript=,vars=[<java.lang.String CSQ>,<java.lang.Integer DelayWhileQueued>,<java.lang.String Triggy>],defaultVars=null]],task=null,session=null,seqNum=-1,time=1460090667841,cn=9999,dn=9999,cgn=2161,ani=null,dnis=null,clid=null,atype=DIRECT,lrd=null,ocn=9999,odn=null,uui=null,aniii=null,ced=null,OrigProtocolCallRef=00000000000071C401E2659700000000,DestProtocolCallRef=null,route=RP[num=9999],port=null,aborting=false,transferring=false,disconnecting=false]
```

```
Line 4161: 51675: Apr 08 10:14:51.560 IST %MIVR-STEP_MEDIA_CONTROL-7-UNK:Task:3400000019
GetDigitStringStep (ParseInputStep)(or Extended): Normal Keys collected: 08062131
```

O chamador é desligado então do UCCX. O atendimento é terminado no script.

```
Line 4162: 51676: Apr 08 10:14:51.560 IST %MIVR-ENG-7-UNK:Execute step of Task 3400000019 :
Terminate (--Triggering Contact--)
```

```
Line 4165: 51679: Apr 08 10:14:51.566 IST %MIVR-SS_TEL-7-UNK:CallID:11 MediaId:29124/1
Task:3400000019 com.cisco.jtapi.CiscoRTPInputStoppedEvImpl received
```

## Coloque a fase do atendimento

O atendimento é colocado ao disparador (o script da chamada ICD)

```
### makecall() is called with the new CTI port (543210) in a different call control group ###
### trigger 3999 (callback trigger) ###
```

```
51700: Apr 08 10:14:51.570 IST %MIVR-ENG-7-UNK:Execute step of Task 3400000019 : cOutbound =
Place Call (to Triggy)
```

```
51704: Apr 08 10:14:51.570 IST %MIVR-STEP_CALL_CONTROL-7-UNK:Task:3400000019 CreateCall Step
Execution
```

```
51723: Apr 08 10:14:51.772 IST %MIVR-SS_TEL-7-UNK:CallID:12 MediaId:29125/1 Task:3400000019
makeCall(543210,3999,10000)
```

```
51744: Apr 08 10:14:51.778 IST %MIVR-SS_TEL-7-UNK:CallID:12 MediaId:29125/1 Task:3400000019 Got
CallActiveEv, ConnCreatedEv 543210::1, ConnConnectedEv 543210::1, CallCtlConnInitiatedEv
543210::1, TermConnCreatedEv TEST_543210, TermConnActiveEv TEST_543210, CallCtlTermConnTalkingEv
TEST_543210, events on the AddressCallObserver.
```

```
51752: Apr 08 10:14:51.779 IST %MIVR-SS_TEL-7-UNK:CallID:12 MediaId:29125/1 Task:3400000019 Got
CallCtlConnDialingEv 543210::1, events on the AddressCallObserver.
```

```
51758: Apr 08 10:14:51.783 IST %MIVR-SS_TEL-7-UNK:CallID:12 MediaId:29125/1 Task:3400000019 Got
CallCtlConnEstablishedEv 543210::1, events on the AddressCallObserver.
```

```
51763: Apr 08 10:14:51.787 IST %MIVR-SS_TEL-7-UNK:CallID:12 MediaId:29125/1 Task:3400000019
connect returns
```

O atendimento do lugar é bem sucedido com grupo de canais diferente dos media e grupo de Controle de chamadas diferente do atendimento da fonte.

```
### makecall() is called with the new CTI port (543210) in a different call control group ###
### trigger 3999 (callback trigger) ###
```

```
51700: Apr 08 10:14:51.570 IST %MIVR-ENG-7-UNK:Execute step of Task 3400000019 : cOutbound =
Place Call (to Triggy)
```

```
51704: Apr 08 10:14:51.570 IST %MIVR-STEP_CALL_CONTROL-7-UNK:Task:3400000019 CreateCall Step
Execution
```



51723: Apr 08 10:14:51.772 IST %MIVR-SS\_TEL-7-UNK:CallID:12 MediaId:29125/1 **Task:34000000019**  
**makeCall(543210,3999,10000)**  
51744: Apr 08 10:14:51.778 IST %MIVR-SS\_TEL-7-UNK:CallID:12 MediaId:29125/1 Task:34000000019 Got  
CallActiveEv, ConnCreatedEv 543210::1, ConnConnectedEv 543210::1, CallCtlConnInitiatedEv  
543210::1, TermConnCreatedEv TEST\_543210, TermConnActiveEv TEST\_543210, CallCtlTermConnTalkingEv  
TEST\_543210, events on the AddressCallObserver.  
51752: Apr 08 10:14:51.779 IST %MIVR-SS\_TEL-7-UNK:CallID:12 MediaId:29125/1 Task:34000000019 Got  
CallCtlConnDialingEv 543210::1, events on the AddressCallObserver.  
51758: Apr 08 10:14:51.783 IST %MIVR-SS\_TEL-7-UNK:CallID:12 MediaId:29125/1 Task:34000000019 Got  
CallCtlConnEstablishedEv 543210::1, events on the AddressCallObserver.  
51763: Apr 08 10:14:51.787 IST %MIVR-SS\_TEL-7-UNK:CallID:12 MediaId:29125/1 Task:34000000019  
connect returns

A execução do script 2 começa. Este é um atendimento do fantasma.

EXECUTE ID= 29125, A TAREFA ID= 34000000023

A porta CTI aceita dentro a etapa = 4003

### makecall() is called with the new CTI port (543210) in a different call control group ###  
### trigger 3999 (callback trigger) ###

51700: Apr 08 10:14:51.570 IST %MIVR-ENG-7-UNK:Execute step of Task 34000000019 : cOutbound =  
Place Call (to Trigggy)  
51704: Apr 08 10:14:51.570 IST %MIVR-STEP\_CALL\_CONTROL-7-UNK:Task:34000000019 CreateCall Step  
Execution  
51723: Apr 08 10:14:51.772 IST %MIVR-SS\_TEL-7-UNK:CallID:12 MediaId:29125/1 **Task:34000000019**  
**makeCall(543210,3999,10000)**  
51744: Apr 08 10:14:51.778 IST %MIVR-SS\_TEL-7-UNK:CallID:12 MediaId:29125/1 Task:34000000019 Got  
CallActiveEv, ConnCreatedEv 543210::1, ConnConnectedEv 543210::1, CallCtlConnInitiatedEv  
543210::1, TermConnCreatedEv TEST\_543210, TermConnActiveEv TEST\_543210, CallCtlTermConnTalkingEv  
TEST\_543210, events on the AddressCallObserver.  
51752: Apr 08 10:14:51.779 IST %MIVR-SS\_TEL-7-UNK:CallID:12 MediaId:29125/1 Task:34000000019 Got  
CallCtlConnDialingEv 543210::1, events on the AddressCallObserver.  
51758: Apr 08 10:14:51.783 IST %MIVR-SS\_TEL-7-UNK:CallID:12 MediaId:29125/1 Task:34000000019 Got  
CallCtlConnEstablishedEv 543210::1, events on the AddressCallObserver.  
51763: Apr 08 10:14:51.787 IST %MIVR-SS\_TEL-7-UNK:CallID:12 MediaId:29125/1 Task:34000000019  
connect returns

O agente agent5 está no estado pronto e apronta-se para aceitar o atendimento. Transferência de  
consulta ao telefone 62151 do agente.

### makecall() is called with the new CTI port (543210) in a different call control group ###  
### trigger 3999 (callback trigger) ###

51700: Apr 08 10:14:51.570 IST %MIVR-ENG-7-UNK:Execute step of Task 34000000019 : cOutbound =  
Place Call (to Trigggy)  
51704: Apr 08 10:14:51.570 IST %MIVR-STEP\_CALL\_CONTROL-7-UNK:Task:34000000019 CreateCall Step  
Execution  
51723: Apr 08 10:14:51.772 IST %MIVR-SS\_TEL-7-UNK:CallID:12 MediaId:29125/1 **Task:34000000019**  
**makeCall(543210,3999,10000)**  
51744: Apr 08 10:14:51.778 IST %MIVR-SS\_TEL-7-UNK:CallID:12 MediaId:29125/1 Task:34000000019 Got  
CallActiveEv, ConnCreatedEv 543210::1, ConnConnectedEv 543210::1, CallCtlConnInitiatedEv  
543210::1, TermConnCreatedEv TEST\_543210, TermConnActiveEv TEST\_543210, CallCtlTermConnTalkingEv  
TEST\_543210, events on the AddressCallObserver.  
51752: Apr 08 10:14:51.779 IST %MIVR-SS\_TEL-7-UNK:CallID:12 MediaId:29125/1 Task:34000000019 Got  
CallCtlConnDialingEv 543210::1, events on the AddressCallObserver.  
51758: Apr 08 10:14:51.783 IST %MIVR-SS\_TEL-7-UNK:CallID:12 MediaId:29125/1 Task:34000000019 Got  
CallCtlConnEstablishedEv 543210::1, events on the AddressCallObserver.  
51763: Apr 08 10:14:51.787 IST %MIVR-SS\_TEL-7-UNK:CallID:12 MediaId:29125/1 Task:34000000019  
connect returns

O agente recebe o atendimento da porta CTI 4003. O telefone do agente é 62151.

```
### makecall() is called with the new CTI port (543210) in a different call control group ###  
### trigger 3999 (callback trigger) ###
```

```
51700: Apr 08 10:14:51.570 IST %MIVR-ENG-7-UNK:Execute step of Task 3400000019 : cOutbound =  
Place Call (to Trigggy)  
51704: Apr 08 10:14:51.570 IST %MIVR-STEP_CALL_CONTROL-7-UNK:Task:3400000019 CreateCall Step  
Execution  
51723: Apr 08 10:14:51.772 IST %MIVR-SS_TEL-7-UNK:CallID:12 MediaId:29125/1 Task:3400000019  
makeCall(543210,3999,10000)  
51744: Apr 08 10:14:51.778 IST %MIVR-SS_TEL-7-UNK:CallID:12 MediaId:29125/1 Task:3400000019 Got  
CallActiveEv, ConnCreatedEv 543210::1, ConnConnectedEv 543210::1, CallCtlConnInitiatedEv  
543210::1, TermConnCreatedEv TEST_543210, TermConnActiveEv TEST_543210, CallCtlTermConnTalkingEv  
TEST_543210, events on the AddressCallObserver.  
51752: Apr 08 10:14:51.779 IST %MIVR-SS_TEL-7-UNK:CallID:12 MediaId:29125/1 Task:3400000019 Got  
CallCtlConnDialingEv 543210::1, events on the AddressCallObserver.  
51758: Apr 08 10:14:51.783 IST %MIVR-SS_TEL-7-UNK:CallID:12 MediaId:29125/1 Task:3400000019 Got  
CallCtlConnEstablishedEv 543210::1, events on the AddressCallObserver.  
51763: Apr 08 10:14:51.787 IST %MIVR-SS_TEL-7-UNK:CallID:12 MediaId:29125/1 Task:3400000019  
connect returns
```

```
Line 4953: 52392: Apr 08 10:14:59.245 IST %MIVR-SS_TEL-7-UNK:OrigCall=CallID:13  
MediaId:29125/1 Task:3400000023, ConsultEvent= CallObservationEndedEv  
Line 4955: 52394: Apr 08 10:14:59.245 IST %MIVR-SS_TEL-7-UNK:CallID:13 MediaId:29125/1  
Task:3400000023, transfer(62151, consultCall)
```

```
52678: Apr 08 10:14:59.325 IST %MIVR-SS_TEL-7-UNK:Call.transferred(62151) - transferring  
JTAPICallContact[id=13,type=Cisco JTAPI  
Call,implId=29125/1,active=false,state=CALL_CONNECTED,inbound=true,handled=false,locale=en,abort  
ing=false,app=App[name=ICD,type=Cisco Script  
Application,id=0,desc=ICD,enabled=true,max=10,valid=true,cfg=[ApplicationConfig[  
schema=ApplicationConfig,time=2016-03-22 17:58:01.0,recordId=43,desc=ICD,name=ICD,type=Cisco Script  
Application,id=0,enabled=true,sessions=10,script=SSSCRIPT[icd.aef],defaultScript=,vars=[<java.lan  
g.String CSQ>],defaultVars=null]],task=3400000023,session=null,seqNum=-  
1,time=1460090691790,cn=3999,dn=3999,cgn=543210,ani=null,dnis=null,clid=null,atype=DIRECT,lrd=nu  
ll,ocn=3999,odn=null,uui=null,aniii=null,ced=null,OrigProtocolCallRef=00000000000071C501E2659E00  
000000,DestProtocolCallRef=null,route=RP[num=3999],port=TP[type=Cisco CTI  
Port,id=5,implId=4003,active=false,state=IDLE],aborting=false,transferring=true,disconnecting=fa  
lse]
```

```
52679: Apr 08 10:14:59.326 IST %MIVR-SS_TEL-7-UNK:CallID:13 MediaId:29125/1 Task:3400000023,  
released TP[type=Cisco CTI Port,id=5,implId=4003,active=false,state=IDLE] from 3999, and  
releasing udpPort 24694
```

```
52680: Apr 08 10:14:59.326 IST %MIVR-SS_TEL-7-UNK:CallID:13 MediaId:29125/1 Task:3400000023  
com.cisco.jtapi.TermObservationEndedEvImpl received
```

Neste momento, o agente é conectado à **porta CTI 543210** do fantasma agora e o script 1 está esperando o agente para pressionar toda a chave para fazer o atendimento ao cliente. O agente está em um estado de fala com a porta CTI neste momento.

Opcionalmente nesta fase, o script pode igualmente jogar uma mensagem de volta ao agente sobre o cliente. Contudo, o script 1 está esperando um dígito a ser pressionado para executar um atendimento reorienta ao número de chamada de volta do chamador entrado e salvar.

Passar pelo processo de script 1 dígito de espera a ser entrado:

```
52678: Apr 08 10:14:59.325 IST %MIVR-SS_TEL-7-UNK:Call.transferred(62151) - transferring  
JTAPICallContact[id=13,type=Cisco JTAPI  
Call,implId=29125/1,active=false,state=CALL_CONNECTED,inbound=true,handled=false,locale=en,abort
```

ing=false,app=App[name=ICD,type=Cisco Script  
Application,id=0,desc=ICD,enabled=true,max=10,valid=true,cfg=[ApplicationConfig[schema=Applicati  
onConfig,time=2016-03-22 17:58:01.0,recordId=43,desc=ICD,name=ICD,type=Cisco Script  
Application,id=0,enabled=true,sessions=10,script=SSSCRIPT[icd.aef],defaultScript=,vars=[<java.lan  
g.String CSQ>],defaultVars=null]]],task=3400000023,session=null,seqNum=-  
1,time=1460090691790,cn=3999,dn=3999,cgn=543210,ani=null,dnis=null,clid=null,atype=DIRECT,lrd=nu  
ll,ocn=3999,odn=null,uui=null,aniii=null,ced=null,OrigProtocolCallRef=0000000000071C501E2659E00  
000000,DestProtocolCallRef=null,route=RP[num=3999],port=TP[type=Cisco CTI  
Port,id=5,implId=4003,active=false,state=IDLE],aborting=false,transferring=true,disconnecting=fa  
lse]  
52679: Apr 08 10:14:59.326 IST %MIVR-SS\_TEL-7-UNK:CallID:13 MediaId:29125/1 Task:3400000023,  
released TP[type=Cisco CTI Port,id=5,implId=4003,active=false,state=IDLE] from 3999, and  
releasing udpPort 24694  
52680: Apr 08 10:14:59.326 IST %MIVR-SS\_TEL-7-UNK:CallID:13 MediaId:29125/1 Task:3400000023  
com.cisco.jtapi.TermObservationEndedEvImpl received

O agente pressiona uma chave. Dígito 1 das impressas para confirmar o novato da rechamada:

52678: Apr 08 10:14:59.325 IST %MIVR-SS\_TEL-7-UNK:Call.transferred(62151) - transferring  
JTAPICallContact[id=13,type=Cisco JTAPI  
Call,implId=29125/1,active=false,state=CALL\_CONNECTED,inbound=true,handled=false,locale=en,abort  
ing=false,app=App[name=ICD,type=Cisco Script  
Application,id=0,desc=ICD,enabled=true,max=10,valid=true,cfg=[ApplicationConfig[schema=Applicati  
onConfig,time=2016-03-22 17:58:01.0,recordId=43,desc=ICD,name=ICD,type=Cisco Script  
Application,id=0,enabled=true,sessions=10,script=SSSCRIPT[icd.aef],defaultScript=,vars=[<java.lan  
g.String CSQ>],defaultVars=null]]],task=3400000023,session=null,seqNum=-  
1,time=1460090691790,cn=3999,dn=3999,cgn=543210,ani=null,dnis=null,clid=null,atype=DIRECT,lrd=nu  
ll,ocn=3999,odn=null,uui=null,aniii=null,ced=null,OrigProtocolCallRef=0000000000071C501E2659E00  
000000,DestProtocolCallRef=null,route=RP[num=3999],port=TP[type=Cisco CTI  
Port,id=5,implId=4003,active=false,state=IDLE],aborting=false,transferring=true,disconnecting=fa  
lse]  
52679: Apr 08 10:14:59.326 IST %MIVR-SS\_TEL-7-UNK:CallID:13 MediaId:29125/1 Task:3400000023,  
released TP[type=Cisco CTI Port,id=5,implId=4003,active=false,state=IDLE] from 3999, and  
releasing udpPort 24694  
52680: Apr 08 10:14:59.326 IST %MIVR-SS\_TEL-7-UNK:CallID:13 MediaId:29125/1 Task:3400000023  
com.cisco.jtapi.TermObservationEndedEvImpl received

O atendimento é reorientado ao número de chamada de volta:

52678: Apr 08 10:14:59.325 IST %MIVR-SS\_TEL-7-UNK:Call.transferred(62151) - transferring  
JTAPICallContact[id=13,type=Cisco JTAPI  
Call,implId=29125/1,active=false,state=CALL\_CONNECTED,inbound=true,handled=false,locale=en,abort  
ing=false,app=App[name=ICD,type=Cisco Script  
Application,id=0,desc=ICD,enabled=true,max=10,valid=true,cfg=[ApplicationConfig[schema=Applicati  
onConfig,time=2016-03-22 17:58:01.0,recordId=43,desc=ICD,name=ICD,type=Cisco Script  
Application,id=0,enabled=true,sessions=10,script=SSSCRIPT[icd.aef],defaultScript=,vars=[<java.lan  
g.String CSQ>],defaultVars=null]]],task=3400000023,session=null,seqNum=-  
1,time=1460090691790,cn=3999,dn=3999,cgn=543210,ani=null,dnis=null,clid=null,atype=DIRECT,lrd=nu  
ll,ocn=3999,odn=null,uui=null,aniii=null,ced=null,OrigProtocolCallRef=0000000000071C501E2659E00  
000000,DestProtocolCallRef=null,route=RP[num=3999],port=TP[type=Cisco CTI  
Port,id=5,implId=4003,active=false,state=IDLE],aborting=false,transferring=true,disconnecting=fa  
lse]  
52679: Apr 08 10:14:59.326 IST %MIVR-SS\_TEL-7-UNK:CallID:13 MediaId:29125/1 Task:3400000023,  
released TP[type=Cisco CTI Port,id=5,implId=4003,active=false,state=IDLE] from 3999, and  
releasing udpPort 24694  
52680: Apr 08 10:14:59.326 IST %MIVR-SS\_TEL-7-UNK:CallID:13 MediaId:29125/1 Task:3400000023  
com.cisco.jtapi.TermObservationEndedEvImpl received

O telefone e o número de chamada de volta do agente são conectados a um outro:

52678: Apr 08 10:14:59.325 IST %MIVR-SS\_TEL-7-UNK:Call.transferred(62151) - transferring

JTAPICallContact[id=13,type=Cisco JTAPI  
Call,implId=29125/1,active=false,state=CALL\_CONNECTED,inbound=true,handled=false,locale=en,aborting=false,app=App[name=ICD,type=Cisco Script  
Application,id=0,desc=ICD,enabled=true,max=10,valid=true,cfg=[ApplicationConfig[schema=ApplicationConfig,time=2016-03-22 17:58:01.0,recordId=43,desc=ICD,name=ICD,type=Cisco Script  
Application,id=0,enabled=true,sessions=10,script=SSCRIPT[icd.aef],defaultScript=,vars=[<java.lang.String CSQ>],defaultVars=null]]],task=3400000023,session=null,seqNum=-1,time=1460090691790,cn=3999,dn=3999,cgn=543210,ani=null,dnis=null,clid=null,atype=DIRECT,lrd=null,ocn=3999,odn=null,uui=null,aniii=null,ced=null,OrigProtocolCallRef=00000000000071C501E2659E0000000,DestProtocolCallRef=null,route=RP[num=3999],port=TP[type=Cisco CTI  
Port,id=5,implId=4003,active=false,state=IDLE],aborting=false,transferring=true,disconnecting=false]  
52679: Apr 08 10:14:59.326 IST %MIVR-SS\_TEL-7-UNK:CallID:13 MediaId:29125/1 Task:3400000023, released TP[type=Cisco CTI Port,id=5,implId=4003,active=false,state=IDLE] from 3999, and releasing udpPort 24694  
52680: Apr 08 10:14:59.326 IST %MIVR-SS\_TEL-7-UNK:CallID:13 MediaId:29125/1 Task:3400000023 com.cisco.jtapi.TermObservationEndedEvImpl received

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JTAPICallContact[id=13,type=Cisco JTAPI  
Call,implId=29125/1,active=false,state=CALL\_CONNECTED,inbound=true,handled=false,locale=en,aborting=false,app=App[name=ICD,type=Cisco Script  
Application,id=0,desc=ICD,enabled=true,max=10,valid=true,cfg=[ApplicationConfig[schema=ApplicationConfig,time=2016-03-22 17:58:01.0,recordId=43,desc=ICD,name=ICD,type=Cisco Script  
Application,id=0,enabled=true,sessions=10,script=SSCRIPT[icd.aef],defaultScript=,vars=[<java.lang.String CSQ>],defaultVars=null]]],task=3400000023,session=null,seqNum=-1,time=1460090691790,cn=3999,dn=3999,cgn=543210,ani=null,dnis=null,clid=null,atype=DIRECT,lrd=null,ocn=3999,odn=null,uui=null,aniii=null,ced=null,OrigProtocolCallRef=00000000000071C501E2659E0000000,DestProtocolCallRef=null,route=RP[num=3999],port=TP[type=Cisco CTI  
Port,id=5,implId=4003,active=false,state=IDLE],aborting=false,transferring=true,disconnecting=false]  
52679: Apr 08 10:14:59.326 IST %MIVR-SS\_TEL-7-UNK:CallID:13 MediaId:29125/1 Task:3400000023, released TP[type=Cisco CTI Port,id=5,implId=4003,active=false,state=IDLE] from 3999, and releasing udpPort 24694  
52680: Apr 08 10:14:59.326 IST %MIVR-SS\_TEL-7-UNK:CallID:13 MediaId:29125/1 Task:3400000023 com.cisco.jtapi.TermObservationEndedEvImpl received

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JTAPICallContact[id=13,type=Cisco JTAPI  
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Application,id=0,desc=ICD,enabled=true,max=10,valid=true,cfg=[ApplicationConfig[schema=ApplicationConfig,time=2016-03-22 17:58:01.0,recordId=43,desc=ICD,name=ICD,type=Cisco Script  
Application,id=0,enabled=true,sessions=10,script=SSCRIPT[icd.aef],defaultScript=,vars=[<java.lang.String CSQ>],defaultVars=null]]],task=3400000023,session=null,seqNum=-1,time=1460090691790,cn=3999,dn=3999,cgn=543210,ani=null,dnis=null,clid=null,atype=DIRECT,lrd=null,ocn=3999,odn=null,uui=null,aniii=null,ced=null,OrigProtocolCallRef=00000000000071C501E2659E0000000,DestProtocolCallRef=null,route=RP[num=3999],port=TP[type=Cisco CTI  
Port,id=5,implId=4003,active=false,state=IDLE],aborting=false,transferring=true,disconnecting=false]  
52679: Apr 08 10:14:59.326 IST %MIVR-SS\_TEL-7-UNK:CallID:13 MediaId:29125/1 Task:3400000023, released TP[type=Cisco CTI Port,id=5,implId=4003,active=false,state=IDLE] from 3999, and releasing udpPort 24694  
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