

呼叫中心 — 呼叫转移不可用 — 需要使用呼叫转移忙

目录

CFGNA — 寻线组 — 使用同步振铃选项时分配CFB

当为寻线组设置呼叫转发时，在使用同步寻线类型时，您需要使用CFB而不是CFGNA。以下是解释：

下面是一个示例，其中两个代理已分配到 呼叫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
```

两个代理未按本地故障注册（例如）：

```
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)
```

和

```
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)
```

结果是BUSY的释放原因：

```
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

这是正常的，并预期您会收到：

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
```

由于释放原因为忙，因此需要将CFB分配给HG。 CFGNA仅在向一个或多个设备发送INVITE时才会启动。由于没有用户登录呼叫中心，因此不会向任何用户发送邀请。