

# Call Center - Call Forward Not Available - Need to use Call Forward Busy

## Contents

CFGNA – Hunt Group – Assign CFB when using simultaneous ring option

When setting up call forwarding for a hunt group you need to use CFB instead of CFGNA when using the Simultaneous hunt type. Below is an explanation:

Here is an example with two agents assigned to a 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

The two agents are not registered per the local outage (for example) :

```
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.<init>(ReleaseWithCauseEvent.java:202)
```

```
2: com.broadsoft.events.callhalf.ReleaseWithCauseEvent.<init>(ReleaseWithCauseEvent.java:121)
```

```
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)
```

and

```
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.<init>(ReleaseWithCauseEvent.java:202)
2: com.broadsoft.events.callhalf.ReleaseWithCauseEvent.<init>(ReleaseWithCauseEvent.java:121)
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)
```

The result is a release cause of 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.<init>(ReleaseWithCauseEvent.java:202)
2: com.broadsoft.events.callhalf.ReleaseWithCauseEvent.<init>(ReleaseWithCauseEvent.java:121)
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

**So this is normal and expected that you will receive a:**

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\"<sip:+15856272112@192.168.215.5;user=phone>;tag=699484156-1273771810271-
To:<sip:+14439510409@192.168.215.5:5060;user=phone>;tag=1041404320-1273771810275
Call-ID:BW173010271130510705568600@192.168.215.5
CSeq:157003504 INVITE
Content-Length:0
```

Because the release cause is BUSY the situation requires CFB assigned to the HG. CFGNA will only kick in if one or more device is sent an INVITE. Because no user is logged in to the call center no user is sent an INVITE.