Change Agent State to "Ready" After Not Answering a Call

Document ID: 49703

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Introduction

This document describes a method to control the agent state after the agent does not answer a call in a Cisco IP Contact Center (IPCC) Express environment.

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Q. How do I put an agent in the "Ready" state when the agent does not answer a call?

A. For Cisco IPCC Express 3.x:

When an agent does not answer a call, the default setting is to put the agent in the **Not Ready** state. The agent must click the **Ready** button in order to become available again. The `com.cisco.wf.subsystems.rmcm.agentUnavailRNA` parameter controls this setting. This parameter is a part of the **SubsystemRmCm.properties** file, which resides in the **C:\Program Files\wfavvid** directory by default, as shown in Figure 1.

Figure 1   The `'com.cisco.wf.subsystems.rmcm.agentUnavailRNA'` **Parameter**

```
com.cisco.wf.subsystems.rmcm.agentUnavailRNA=true
com.cisco.wf.subsystems.rmcm.tcpPort=42027
com.cisco.wf.subsystems.rmcm.heartbeatInterval=180000
com.cisco.wf.subsystems.rmcm.watchdogInterval=30000
com.cisco.wf.subsystems.rmcm.icdStatsDumpInterval=300000
com.cisco.wf.subsystems.rmcm.hrStatsDumpInterval=300000
com.cisco.wf.subsystems.rmcm.showRTRStats=true
com.cisco.wf.subsystems.rmcm.checkRTDMCounters=true
com.cisco.wf.subsystems.rmcm.checkDataStructureInterval=900000
com.cisco.wf.subsystems.rmcm.cleanupInterval=600000
com.cisco.wf.subsystems.rmcm.reservedDurationThreshold=180000
com.cisco.wf.subsystems.rmcm.rmcmCleanupFlag=true
```

Complete these steps in order to change this setting:

1. Use a text editor, for example, Notepad, in order to open the **SubsystemRmCm.properties** file.

2. Change the value of the
`com.cisco.wf.subsystems.rmcm.agentUnavailRNA` parameter to **false**.
The system puts an agent back in the **Ready** state if the agent does not answer the call.
3. Restart the CRA engine.

   Note: This modification changes the setting for all agents. You cannot configure the setting differently for the individual agents because support for this feature is not available. In an extreme situation, if there is only one agent in the **Ready** state, the specific call, which the lone agent did not answer previously, continues to queue to the lone agent in a recursive manner until the agent answers the call or logs out.

For Cisco IPCC Express 4.x:

Complete these steps in order to place an agent in the **Ready** state when the agent does not answer a call:

Note: It is not recommended to change the Agent State after Ring No Answer option to **Ready** since it can result in loops.

1. Run Cisco CRS Administration.
2. Click the **System** tab in the menu bar. See arrow A in Figure 2.
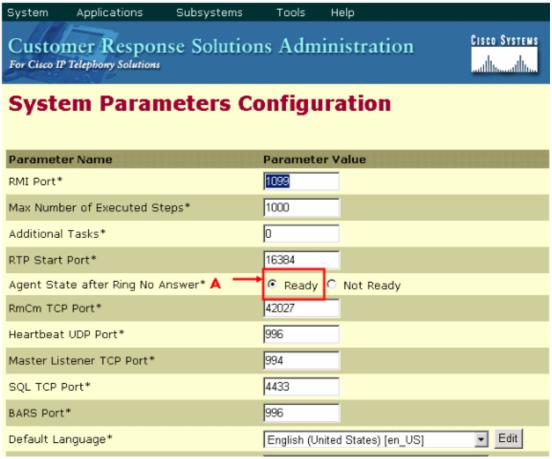3. Click **System Parameters** in the drop−down box. See arrow B in Figure 2.

Figure 2   IPCC Express System Parameters

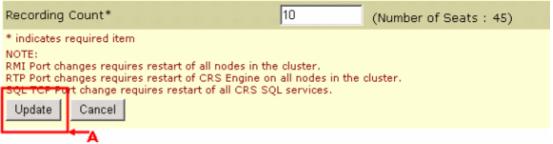4. For the Agent State after Ring No Answer option, click the **Ready** radio button. See arrow A in Figure 3.

   Note: By default the **Not Ready** radio button is selected.

Figure 3   IPCC Express System Parameters Configuration

System Parameters Configuration

Parameter Name	Parameter Value
RMI Port*	1099
Max Number of Executed Steps*	1000
Additional Tasks*	0
RTP Start Port*	16384
Agent State after Ring No Answer* **A** →	⦿ Ready ○ Not Ready
RmCm TCP Port*	42027
Heartbeat UDP Port*	996
Master Listener TCP Port*	994
SQL TCP Port*	4433
BARS Port*	996
Default Language*	English (United States) [en_US] ▾ Edit

5. Click **Update** at the bottom of the System Parameters Configuration page. See arrow A in Figure 4.

Figure 4   IPCC Express System Parameters Configuration Update

Recording Count*	10	(Number of Seats : 45)

* indicates required item
NOTE:
RMI Port changes requires restart of all nodes in the cluster.
RTP Port changes requires restart of CRS Engine on all nodes in the cluster.
SQL TCP Port change requires restart of all CRS SQL services.

[Update]   [Cancel]
→ **A**

The Agent State after Ring No Answer determines the state of an agent after a **Ring No Answer** event.

- ♦ **Ready** If an agent does not answer a call, the Agent State is set to **Ready**.
- ♦ **Not Ready (default)** If an agent does not answer a call, the Agent State is set to **Not Ready**.

Q. How do I troubleshoot when an agent is unable to change to the "Ready" state?

A. Complete these steps in order to resolve this issue:

1. Remove the phone from the RMJTAPI user.
2. Add the phone back to the RMJTAPI user.

Q. How do I put the agent in the "Not Ready" state when the agent phone is on a call?

A. You can achieve this with any of these methods:

- ♦ When on a call, the agent can proactively click the **not−ready** icon before the call is dropped. In this case, the next call in the queue does not ring his desktop.
- ♦ The agent can place the caller on hold, get on the second line, and pickup the parked call.
- ♦ You can increase the wrap−up time to 10−15 seconds, which allows each agent enough time to get change the state to **not ready** in the CAD window.
- ♦ The agent can allow the call to ring and wait for the resource time−out after which the CAD window goes into the **not ready** state, and the call is either redirected to the next available agent or is queued if no agents are available.

Related Information

- **Technical Support & Documentation − Cisco Systems**

Updated: Nov 29, 2007   Document ID: 49703