

콜센터 - 통화 착신 전환을 사용할 수 없음 - 통화 중 착신 전환을 사용해야 함

목차

CFGNA - 헛트 그룹 - 동시 링 옵션을 사용할 때 CFB 할당

헛트 그룹에 대한 통화 착신 전환을 설정할 때는 동시 헛트 유형을 사용할 때 CFGNA 대신 CFB를 사용해야 합니다.다음은 설명입니다.

다음 예에서는 두 상담원이 할당되어 있습니다. 통화 cfcenter:

```
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

두 에이전트는 로컬 중단에 따라 등록되지 않습니다(예:).

```
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(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)
```

및

```
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)
```

결과는 BUSY의 릴리스 원인입니다.

```
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

따라서 이는 정상이며 다음 항목을 받게 됩니다.

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
```

릴리스 원인이 통화 중이기 때문에 상황에 따라 CFO가 HG에 할당되어야 합니다. CFGNA는 하나 이상의 디바이스가 INVITE로 전송된 경우에만 시작합니다. 콜 센터에 로그인된 사용자가 없으므로 INVITE가 사용자에게 전송되지 않습니다.