

Call Center - Call Forward Niet beschikbaar - Call Forward Business gebruiken

Inhoud

CFGNA - Tutgroep - CFB toewijzen bij gelijktijdig gebruik van een ringoptie

Wanneer u een aanroep voor een jachtgroep instelt, moet u CFB in plaats van CFGNA gebruiken wanneer u het type gelijktijdige jacht gebruikt. Hieronder volgt een verklaring:

Hier is een voorbeeld met twee agenten toegewezen aan een callcenter :

```
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

De twee agenten worden niet per de lokale uitgang geregistreerd (bijvoorbeeld):

```
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)
```

en

```
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(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 (CallHalfServiceSessio
n.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)
```

Het resultaat is een release oorzaak van 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.
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

Dit is dus normaal en verwacht dat u een account krijgt:

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
```

Omdat de oorzaak van de vrijgave BUSY is, is het voor de situatie nodig dat CFB aan de HG wordt toegewezen. CFGNA treedt alleen in als een of meer apparaten een INVITE wordt toegediend. Omdat geen gebruiker is inlogd in het callcenter wordt er geen gebruiker een INVITE gestuurd.