

Configure and Troubleshoot RONA with CCE CVP

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Introduction

This document describes how to configure and troubleshoot Ring-No-Answer (RONA) with Cisco Customer Voice Portal (CVP) and Contact Center Enterprise (CCE).

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified Customer Voice Portal (CVP)
- Cisco Unified Contact Center Enterprise (UCCE)
- Packaged Unified Contact Center Enterprise (PCCE)
- Cisco Unified Communications Manager (UCM)

Components Used

The information in this document is based on these software versions:

- CVP 12.6
- UCCE 12.6
- PCCE 12.6
- UCM 12.5 and later.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Overview

The RONA functionality ensures that when an agent does not answer a call, for example because he walked away from his desk without make himself Not Ready, the call is taken away after the call has rang for a configurable number of seconds. The call is then presented to another agent or put back in queue, and the agent is put in not ready state. When you use CCE with CVP, the UCM does not control the queue platform (CVP) and can therefore not send the call back to the CVP for re-queue. Instead, the CVP controls the call and takes action. The solution is to use the RONA function only to make the agent unavailable when he does not answer the call and use the ICM Router Requery function to take the call away from the non-answer agent.

When a solution of CCE application is integrated with CVP as a queue point and routing client, RONA needs to be configured differently than when it is integrated with IP-IVR. The difference is that IP-IVR's call control is with the UCM, whereas with CVP, the call control is with the CVP.

Configuration

Ensure that the CVP agent RNA Timeout < CUCM call forward timer.

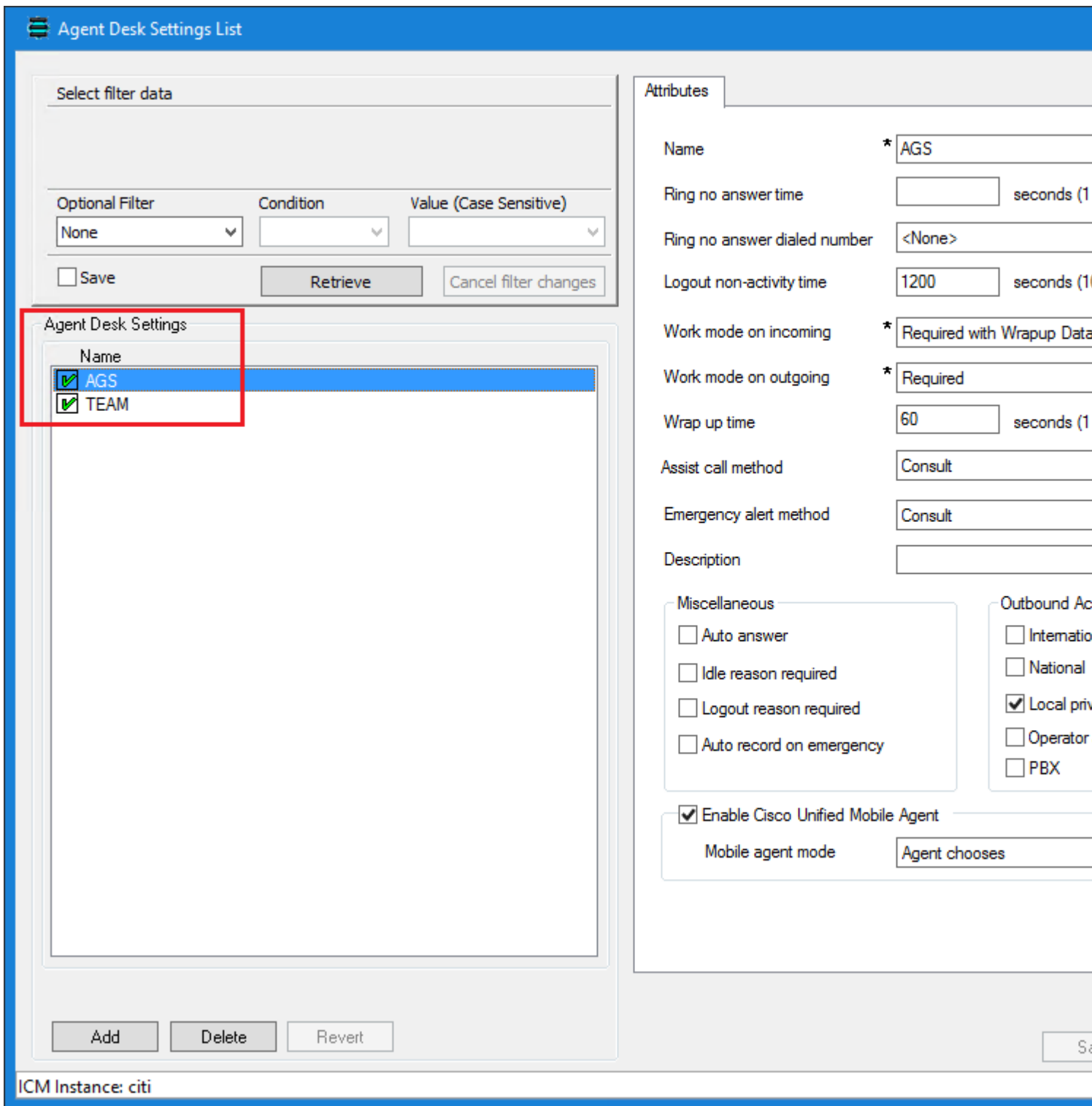
UCCE - Agent Desk Settings

The agent desk setting needs to be assigned to the agent who is non-auto answer

Step 1. Access **Configuration Manager** in Administrator server.

Step 2. Navigate **Tools-> List Tools -> Agent Desk Settings List** .

Step 3. See list of Agent Desk Settings if you added already, or you can add those new Agent Desk Settings.

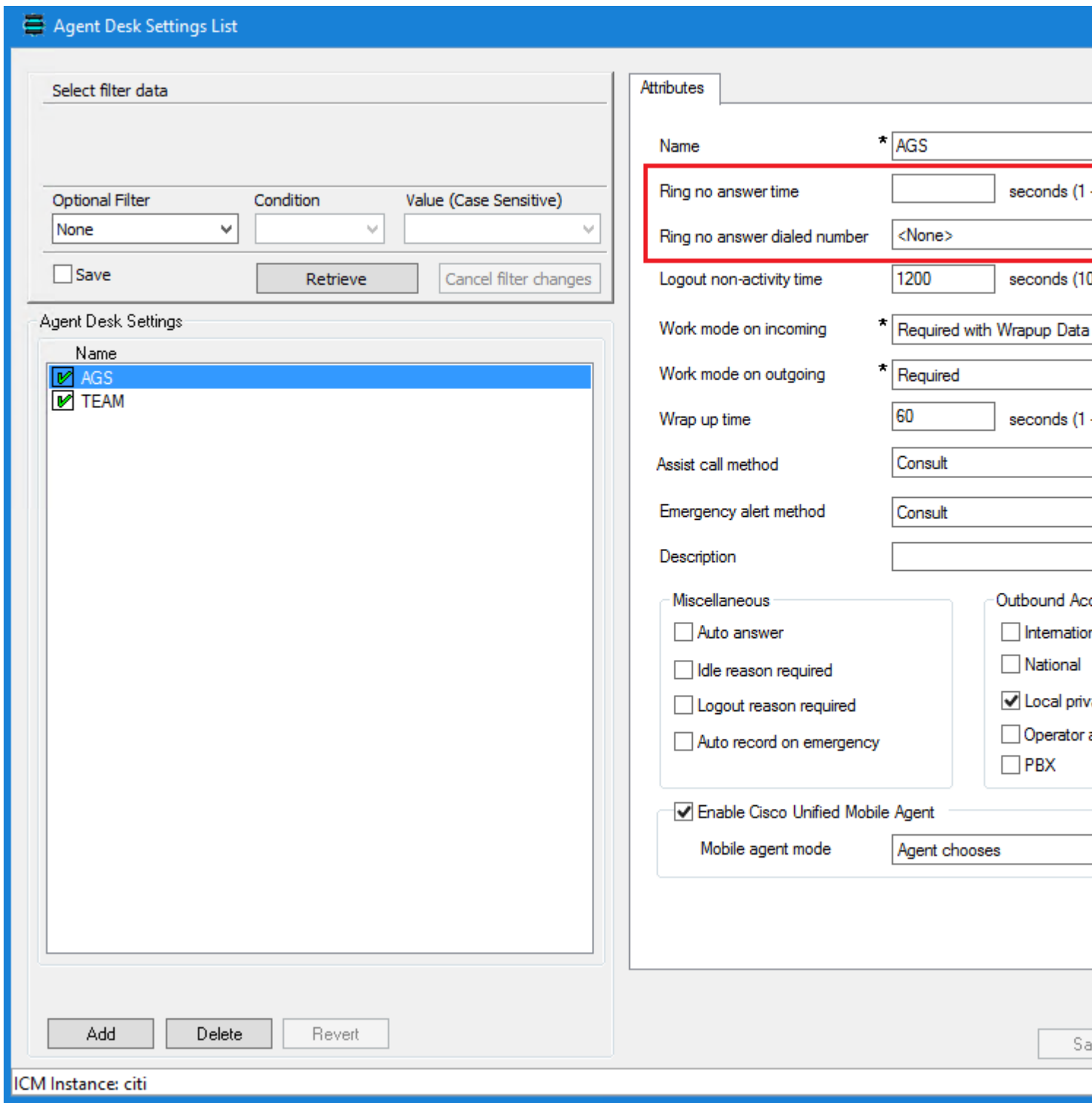


Note: Agent state set is READY or NOT_READY after CVP RNA expires based on the Step 4. and Step 5. configuration respectively

Step 4. Agent state set is **NOT_READY** after CVP RNA expires when:

In Agent Desk Settings, the **Ring no answer dialed number** field is set to blank.

You do not enter a value in the **Ring No Answer time** field.



Step 5 Agent state set is **READY** after CVP RNA expires when:

In Agent Desk Settings, the **Ring no answer dialed number** field is set to blank.

You entered a value in the **Ring No Answer time** field. This value must be at least 2 seconds more than timeout configured at Unified CVP for RNA Timeout.

Note: In the example script Scripting for RONA:

1. The Queue node for the skill group that selects the first agent must have Target Requery enabled.
2. Raise the priority of the call so that it moves to the front of the queue.

PCCE - Agent Desk Setting

Step 1. Open the CCEAdmin and navigate to Desktop.

Step 2. On Desktop select the Desk settings that the agent has configured.

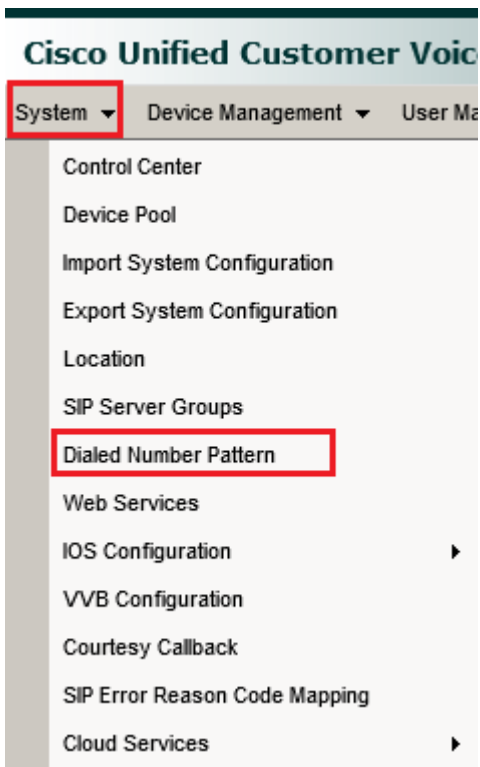
Step 3. Select either Not Ready or Ready on the Agent State after RONA field.

The screenshot shows the Cisco Unified Contact Center Enterprise Management interface. The main content area is titled "Desk Settings" and "Edit DefaultAgentDeskSettings". The left sidebar contains navigation options: Overview, Infrastructure, Organization, Users, Desktop (highlighted with a blue circle), and Capacity. The main settings area includes fields for "Logout inactivity time", "Wrapup on Incoming*", "Wrapup on Outgoing*", "Wrapup Timer", "Supervisor Assist Call Method", "Emergency Call Method", "Agent State after RONA" (highlighted with a red box and showing a dropdown menu with "Not Ready" and "Ready" options), "Mobile Agent", "Auto Answer", "Require Idle Reason", "Require Logout Reason", and "Enable ACD shared line usage".

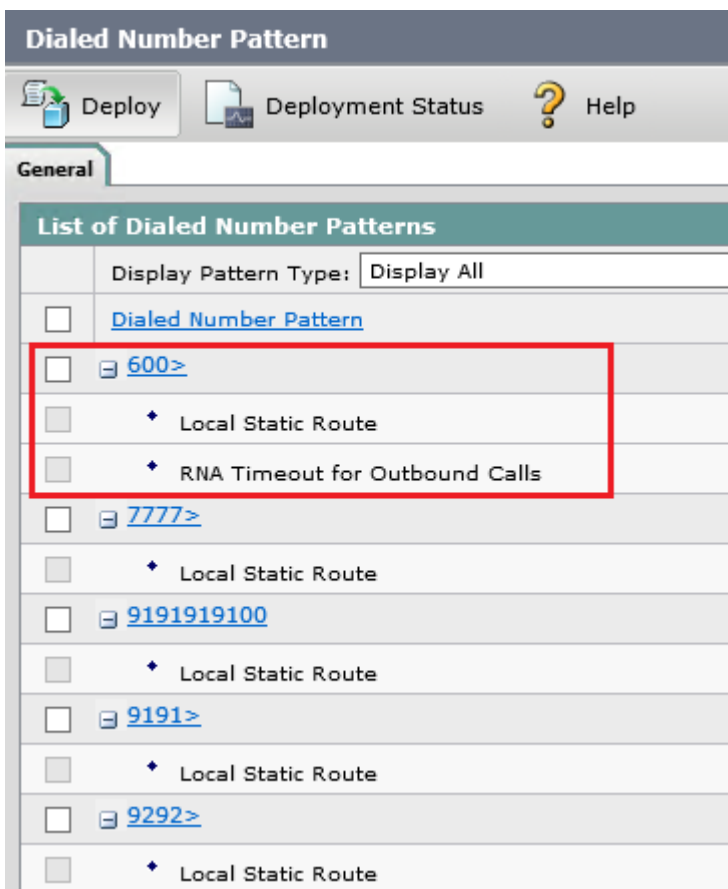
CVP- OAMP Console (for UCCE only)

Step 1. Access **OAMP Web Page**.

Step 2. Navigate **System -> Dialed Number Pattern**.



Step 3. See list of patterns if you added already, or you can add those new end points used for Agent extension.



Step 4. Locate the "Patterns for RNA timeout on outbound SIP calls" - this is where you add the time CVP to wait prior to initiating the Target re-query in ICM. Add the timer - 12 second and hit SAVE and DEPLOY at the bottom. You don't have to re-start CVP.

Edit Dialed Number Pattern

Save Cancel Help

General

Dialed Number Pattern Configuration

General Configuration

Dialed Number Pattern: *

Description:

Dialed Number Pattern Types ¹

Enable Local Static Route:

Route to Device:

Route to SIP Server Group:

IP Address/Hostname/Server Group Name:

Enable Send Calls To Originator:

Enable RNA Timeout for Outbound Calls:

Timeout: * seconds

Enable Custom Ringtone:

Enable Post Call Survey for Incoming Calls:

* Required.

¹ At least one dialed number pattern configuration type must be selected.

Dialed Number Pattern

Deploy Deployment Status Help Filter: Dialed

Dialed Number Pattern (600>) was successfully saved.

The Dialed Number Pattern configuration has changed since the last deployment request. You must deploy the configuration again for changes to take effect.

General

List of Dialed Number Patterns

Display Pattern Type: Display

<input type="checkbox"/>	Dialed Number Pattern	Description
<input type="checkbox"/>	600>	
<input type="checkbox"/>	Local Static Route	IP Address/Hostname/Server Group Name: 12-CCM.chase.com
<input type="checkbox"/>	RNA Timeout for Outbound Calls	Timeout: 12 seconds
<input type="checkbox"/>	11111>	
<input type="checkbox"/>	Local Static Route	IP Address/Hostname/Server Group Name: 12-VB.chase.com
<input type="checkbox"/>	9191919100	Whisper/Announcement
<input type="checkbox"/>	Local Static Route	IP Address/Hostname/Server Group Name: 10.201.224.60
<input type="checkbox"/>	9191>	
<input type="checkbox"/>	Local Static Route	IP Address/Hostname/Server Group Name: 12-VB.chase.com
<input type="checkbox"/>	9292>	
<input type="checkbox"/>	Local Static Route	IP Address/Hostname/Server Group Name: 12-VB.chase.com

Add New Delete Edit Collapse all Expand all

PCCE - RNA Timeout Configuration

Step 1. Open the CCEAdmin and navigate to Routing Pattern.

Step 2. Select Route Settings.

Step 3. Add the timer to the RNA Timeout field.



Route Settings

Edit 10*

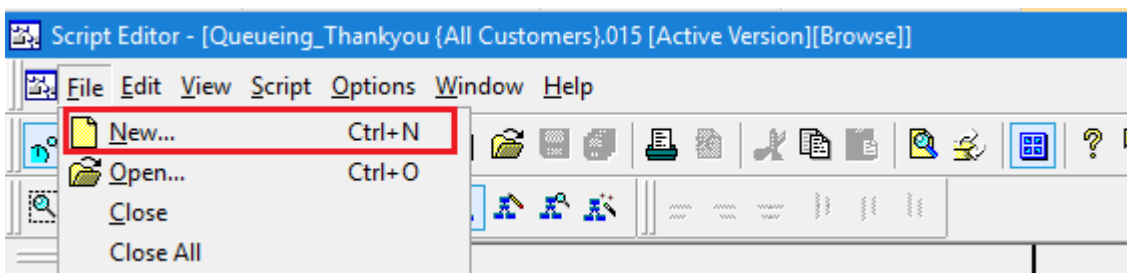
Routing Pattern*	10*
Description	Agent Extensions
Site*	Main
Pattern Type*	Agent
Destination*	cucm1.dcloud.cisco.com
RNA Timeout	15 seconds
Send to Originator	<input type="checkbox"/>

CCE - Scripting

Step 1. Access **Script Editor** in Administrator server.

Step 2. See list of Scripts if you added already, or you can create a new script.

Step 3. Navigate **File -> New**.



Step 4. Change the Queue Type properties by right click on the **Queue to Skill Group node** to enable **Target Requery** and set the higher **Priority**.

Queue to Skill Group		
Skill Group	No.	%
CUCM_1.Cisco_Voice.Billing		

Queue to Skill Group Properties

Queue | Connection Labels

Queue type
 Priority 5 Change...
 Using Skill Groups
 Target Requery Enabled

Target references
 Explicit target references
 Lookup target references by expression
 By name
 By ID

	Skill Group	Consider If	Route	Translation Route
1	CUCM_1.Cisco_Voice.		Billing_RT	
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				

Queue Type

Target type: Skill Group

Business Entity: (Not applicable)

Enterprise target: (Not applicable)

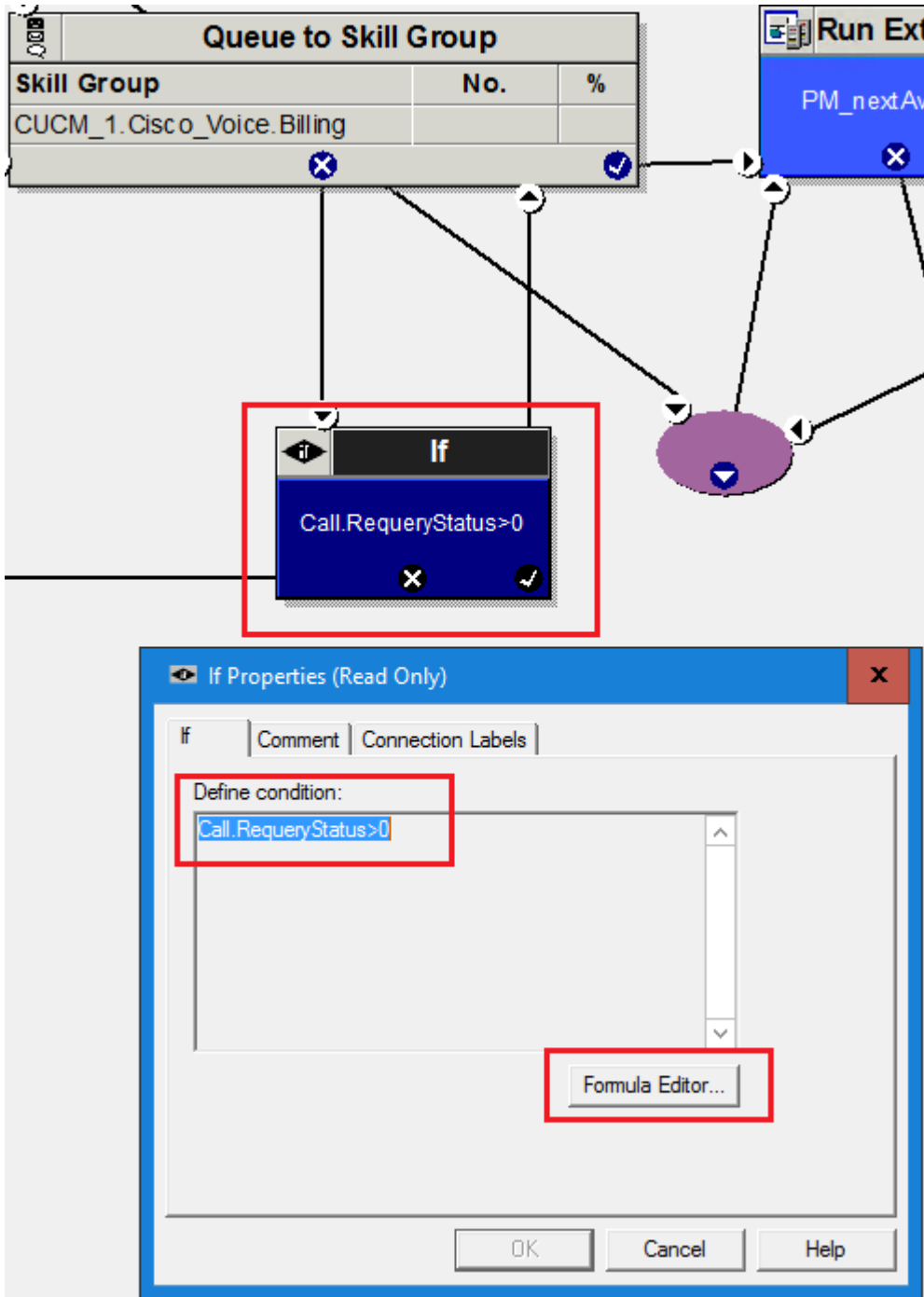
Priority: 5

Enable target requery

OK Cancel Help

OK Cancel Help

Step 5. Configure RequeryStatus variable in the script to validate the router requery status.



If there is an available agent, the Queue node selects the longest available agent from the configured skill groups. If there is no available agent, the script then queues the call with a priority set in the node and continues down the success exit of the node. When an agent becomes available, the Unified ICM always selects the longest queued call from the ones with the highest priority. The RONA mechanism works as follows:

- The Queue node selects an agent.
- If the agent does not answer the call, then the script exits through the failure terminal of the Queue node.
- The If node tests the RequeryStatus variable. If it has value of greater than zero, this is a requery call and the script re-queues the call.
- In the Scripting for RONA example above, it also sets a flag using a call variable for reporting purposes.
- Assuming that there are no agents available, the Queue node immediately exits through the success

terminal.

- If this is a required call, It increases the Queue Priority of the call so that it is handled before any other calls in queue.
- It then enters the normal wait loop with RunScripts

Router Requery is triggered by the routing client (the CVP) when a No-Answer-Timer setting (RNATimeout) expires on CVP. After the CVP VB RNATimeout expires the CVP --> VRU PG sends an **EventReport = No Answer** to the router. The router picks another target according to the routing script and sends the Connect message to the CVP. The target might be another agent or it might be a VRU label to re-queue the call.

- The No Answer timer for Router Re-query is not controlled by the ICM, but by the switching fabric, which is the CVP in this case. CVP has a configurable No Answer timer, called RNATimeout. Set the RNATimeout to the desired number of seconds that the agent phone should ring before being taken away. In any case, this timeout should be longer than the RONA time-out set in the Agent Desk Settings.
- Enable Requery on the node in the script that selects the first agent. Depending on the type of node used, the Requery mechanism select a new target from the available agents or requires additional scripting. The ICM Script Editor Guide describes how Requery works for the different nodes.

Note: Script design is outside the scope of this document. This only explains the minimum step needed to requeue the call. For more details on this, see [Scripting and Media Routing Guide for Cisco Unified ICM/Contact Center Enterprise](#)

UCM - No Answer Ring Duration

Step 1. Access the DN of each Agent Extension and verify the call forward Ring No Answer timer which is 20 seconds by default.

- Call Forward and Call Pickup Settings -

	Voice Mail	
Calling Search Space Activation Policy		
Forward All	<input type="checkbox"/> or	<input type="text"/>
Secondary Calling Search Space for Forward All		
Forward Busy Internal	<input type="checkbox"/> or	<input type="text"/>
Forward Busy External	<input type="checkbox"/> or	<input type="text"/>
Forward No Answer Internal	<input type="checkbox"/> or	<input type="text"/>
Forward No Answer External	<input type="checkbox"/> or	<input type="text"/>
Forward No Coverage Internal	<input type="checkbox"/> or	<input type="text"/>
Forward No Coverage External	<input type="checkbox"/> or	<input type="text"/>
Forward on CTI Failure	<input type="checkbox"/> or	<input type="text"/>
Forward Unregistered Internal	<input type="checkbox"/> or	<input type="text"/>
Forward Unregistered External	<input type="checkbox"/> or	<input type="text"/>
No Answer Ring Duration (seconds)		<input type="text" value="20"/>
Call Pickup Group		< None > <input type="button" value="v"/>

Best Practice

- Setup Agent Desktop Setting and ICM Scripting
- Enable RNA timer in CVP and UCM
- Collect CVP logs with SIP traces

- Collect CUCM logs
 - Collect UCCE Router logs
 - Collect Wireshark Traces
-

Note: You can use the [Set Traces and Collect Logs in CCE](#) link for collecting logs.
