

Pesquisa defeitos a alteração de estado de agente da fineza atrasada

Índice

[Introdução](#)

[Pré-requisitos](#)

[Requisitos](#)

[Componentes Utilizados](#)

[Problema](#)

[Troubleshooting](#)

[Conclusão](#)

[Resolução](#)

Introdução

Este original fornece a informação como ao troubleshoot os atrasos do status de agente no considerados na área de trabalho do agente da fineza.

Contribuído por Rohit áspero, engenheiro de TAC da Cisco.

Pré-requisitos

Requisitos

A Cisco recomenda que você tenha conhecimento destes tópicos:

- Cisco Unified Contact Center Enterprise (UCCE)
- Fineza de Cisco

Componentes Utilizados

As informações neste documento são baseadas nestas versões de software:

- Fineza 11.5
- UCCE 11.5

As informações neste documento foram criadas a partir de dispositivos em um ambiente de laboratório específico. Todos os dispositivos utilizados neste documento foram iniciados com uma configuração (padrão) inicial. Se sua rede está viva, assegure-se de que você compreenda o impacto potencial do comando any.

Problema

Quando o agente receber um atendimento (de entrada/de partida), a mudança de estado de

pronto --> reservou --> falar é atrasada.

Troubleshooting

Para pesquisar defeitos este tipo de edição, você pode puxar estes logs do server e do cliente da fineza:

- Logs de WebServices do Desktop da fineza
- Logs do lado do cliente da fineza

Logs do cliente da fineza

Mensagem CTI recebida para a alteração de estado de agente:

```
0051203603: 10.106.81.82: Apr 14 2017 14:01:17.196 -0700: %CCBU_CTIMessageEventExecutor-0-6-
DECODED_MESSAGE_FROM_CTI_SERVER: %[cti_message=CTIAgentStateEvent [skillGroupState=7 (BUSY_OTHER),
stateDuration=0, skillGroupNumber=29808, skillGroupPriority=0, agentState=8 (RESERVED), eventReasonCode=0,
numFitSkillGroups=0, CTIClientSignature=Finesse, agentID=1234, agentExtension=1234, agentInstrument=1234,
agentID_Long=null, duration=null, nextAgentState=null, fitSkillGroupNumberList=[], fitSkillGroupIDList=[], fitSkillGroupPriorityList=[],
fitSkillGroupStateList=[], MRDId=1, agentMode=1]CTIMessageBean [invokeID=null, cti_sequence_id=865941, msgID=30,
timeTracker={"id":"AgentStateEvent","CTI_MSG_RECEIVED":1492203677196,"CTI_MSG_DISPATCH":1492203677196},
msgName=AgentStateEvent, deploymentType=CCE]][cti_response_time=0][dispatch_phase=DnD-CHECKPOINT-3B]: Decoded
Message to Finesse from backend cti server
```

Contudo somente depois 14 segundos, a fineza põe o agente no estado reservado:

```
001345281: 10.106.81.82: Apr 14 2017 14:01:31.936 -0700: %CCBU_CoreImpl-worker187-6-
XMPP_PUBLISH_ASYNCHRONOUS: %[NodId=/finesse/api/User/1234][Payload=&lt;Update&gt; &lt;data&gt; &lt;user&gt;
&lt;dialogs&gt;/finesse/api/User/1234/Dialogs&lt;/dialogs&gt; &lt;extension&gt;1234&lt;/extension&gt;
&lt;firstName&gt;Test&lt;/firstName&gt; &lt;lastName&gt;Test&lt;/lastName&gt; &lt;loginId&gt;1234&lt;/loginId&gt;
&lt;loginName&gt;Test&lt;/loginName&gt; &lt;mediaType&gt;1&lt;/mediaType&gt; &lt;pendingState&gt;&lt;/pendingState&gt;
&lt;roles&gt; &lt;role&gt;Agent&lt;/role&gt; &lt;/roles&gt; &lt;settings&gt;
&lt;wrapUpOnIncoming&gt;OPTIONAL&lt;/wrapUpOnIncoming&gt; &lt;/settings&gt; &lt;state&gt;RESERVED&lt;/state&gt;

&lt;stateChangeTime&gt;2017-04-14T21:01:31.935Z&lt;/stateChangeTime&gt;

&lt;teamId&gt;5056&lt;/teamId&gt;

&lt;teamName&gt;Test&lt;/teamName&gt;

&lt;uri&gt;/finesse/api/User/1234&lt;/uri&gt;

&lt;/user&gt;

&lt;/data&gt;

&lt;event&gt;PUT&lt;/event&gt;

&lt;requestId&gt;ad6996dc-db0b-4f45-8e3a-0e975519f4db&lt;/requestId&gt;

&lt;source&gt;/finesse/api/User/1234&lt;/source&gt;

&lt;/Update&gt;]: Publishing XMPP Message Asynchronously
```

Agora se você vê o que aquele o agente fazia naquele tempo, você pode ver que o agente tentou mudar o estado não aos minutos apenas 1 do estado pronto 14 segundos antes da chegada de chamada no Desktop e esteve atrasado pela fineza.

```
001345281: 10.106.81.82: Apr 14 2017 14:01:31.936 -0700: %CCBU_CoreImpl-worker187-6-
```

```
XMPP_PUBLISH_ASYNCHRONOUS: %["NodId=/finesse/api/User/1234"][Payload=&lt;Update&gt; &lt;data&gt; &lt;user&gt;
&lt;dialogs&gt;/finesse/api/User/1234/Dialogs&lt;/dialogs&gt; &lt;extension&gt;1234&lt;/extension&gt;
&lt;firstName&gt;Test&lt;/firstName&gt; &lt;lastName&gt;Test&lt;/lastName&gt; &lt;loginId&gt;1234&lt;/loginId&gt;
&lt;loginName&gt;Test&lt;/loginName&gt; &lt;mediaType&gt;1&lt;/mediaType&gt; &lt;pendingState&gt;&lt;/pendingState&gt;
&lt;roles&gt; &lt;role&gt;Agent&lt;/role&gt; &lt;/roles&gt; &lt;settings&gt;
&lt;wrapUpOnIncoming&gt;OPTIONAL&lt;/wrapUpOnIncoming&gt; &lt;/settings&gt; &lt;state&gt;RESERVED&lt;/state&gt;

    &lt;stateChangeTime&gt;2017-04-14T21:01:31.935Z&lt;/stateChangeTime&gt;

    &lt;teamId&gt;5056&lt;/teamId&gt;

    &lt;teamName&gt;Test&lt;/teamName&gt;

    &lt;uri&gt;/finesse/api/User/1234&lt;/uri&gt;

&lt;/user&gt;

&lt;/data&gt;

&lt;event&gt;PUT&lt;/event&gt;

&lt;requestId&gt;ad6996dc-db0b-4f45-8e3a-0e975519f4db&lt;/requestId&gt;

&lt;source&gt;/finesse/api/User/1234&lt;/source&gt;

&lt;/Update&gt;]: Publishing XMPP Message Asynchronously
```

Aqui agente tentado outra vez.

```
001345281: 10.106.81.82: Apr 14 2017 14:01:31.936 -0700: %CCBU_CoreImpl-worker187-6-
XMPP_PUBLISH_ASYNCHRONOUS: %["NodId=/finesse/api/User/1234"][Payload=&lt;Update&gt; &lt;data&gt; &lt;user&gt;
&lt;dialogs&gt;/finesse/api/User/1234/Dialogs&lt;/dialogs&gt; &lt;extension&gt;1234&lt;/extension&gt;
&lt;firstName&gt;Test&lt;/firstName&gt; &lt;lastName&gt;Test&lt;/lastName&gt; &lt;loginId&gt;1234&lt;/loginId&gt;
&lt;loginName&gt;Test&lt;/loginName&gt; &lt;mediaType&gt;1&lt;/mediaType&gt; &lt;pendingState&gt;&lt;/pendingState&gt;
&lt;roles&gt; &lt;role&gt;Agent&lt;/role&gt; &lt;/roles&gt; &lt;settings&gt;
&lt;wrapUpOnIncoming&gt;OPTIONAL&lt;/wrapUpOnIncoming&gt; &lt;/settings&gt; &lt;state&gt;RESERVED&lt;/state&gt;

    &lt;stateChangeTime&gt;2017-04-14T21:01:31.935Z&lt;/stateChangeTime&gt;

    &lt;teamId&gt;5056&lt;/teamId&gt;

    &lt;teamName&gt;Test&lt;/teamName&gt;

    &lt;uri&gt;/finesse/api/User/1234&lt;/uri&gt;

&lt;/user&gt;

&lt;/data&gt;

&lt;event&gt;PUT&lt;/event&gt;

&lt;requestId&gt;ad6996dc-db0b-4f45-8e3a-0e975519f4db&lt;/requestId&gt;

&lt;source&gt;/finesse/api/User/1234&lt;/source&gt;

&lt;/Update&gt;]: Publishing XMPP Message Asynchronously
```

Agora nos logs de WebServices do Desktop:

A fineza recebeu o pedido **não pronto** do agente.

```
001345281: 10.106.81.82: Apr 14 2017 14:01:31.936 -0700: %CCBU_CoreImpl-worker187-6-
XMPP_PUBLISH_ASYNCHRONOUS: %["NodId=/finesse/api/User/1234"][Payload=&lt;Update&gt; &lt;data&gt; &lt;user&gt;
&lt;dialogs&gt;/finesse/api/User/1234/Dialogs&lt;/dialogs&gt; &lt;extension&gt;1234&lt;/extension&gt;
&lt;firstName&gt;Test&lt;/firstName&gt; &lt;lastName&gt;Test&lt;/lastName&gt; &lt;loginId&gt;1234&lt;/loginId&gt;
```

```
&lt;loginName&gt;Test&lt;/loginName&gt; &lt;mediaType&gt;1&lt;/mediaType&gt; &lt;pendingState&gt;&lt;/pendingState&gt;
&lt;roles&gt; &lt;role&gt;Agent&lt;/role&gt; &lt;/roles&gt; &lt;settings&gt;
&lt;wrapUpOnIncoming&gt;OPTIONAL&lt;/wrapUpOnIncoming&gt; &lt;/settings&gt; &lt;state&gt;RESERVED&lt;/state&gt;

  &lt;stateChangeTime&gt;2017-04-14T21:01:31.935Z&lt;/stateChangeTime&gt;

  &lt;teamId&gt;5056&lt;/teamId&gt;

  &lt;teamName&gt;Test&lt;/teamName&gt;

  &lt;uri&gt;/finesse/api/User/1234&lt;/uri&gt;

&lt;/user&gt;

&lt;/data&gt;

&lt;event&gt;PUT&lt;/event&gt;

&lt;requestId&gt;ad6996dc-db0b-4f45-8e3a-0e975519f4db&lt;/requestId&gt;

&lt;source&gt;/finesse/api/User/1234&lt;/source&gt;

&lt;/Update&gt;]: Publishing XMPP Message Asynchronously
```

Outra vez é o mesmo grupo de eventos para o segundo pedido **não pronto**:

```
001345281: 10.106.81.82: Apr 14 2017 14:01:31.936 -0700: %CCBU_CoreImpl-worker187-6-
XMPP_PUBLISH_ASYNCHRONOUS: %[NodId=/finesse/api/User/1234][Payload=&lt;Update&gt; &lt;data&gt; &lt;user&gt;
&lt;dialogs&gt;/finesse/api/User/1234/Dialogs&lt;/dialogs&gt; &lt;extension&gt;1234&lt;/extension&gt;
&lt;firstName&gt;Test&lt;/firstName&gt; &lt;lastName&gt;Test&lt;/lastName&gt; &lt;loginId&gt;1234&lt;/loginId&gt;
&lt;loginName&gt;Test&lt;/loginName&gt; &lt;mediaType&gt;1&lt;/mediaType&gt; &lt;pendingState&gt;&lt;/pendingState&gt;
&lt;roles&gt; &lt;role&gt;Agent&lt;/role&gt; &lt;/roles&gt; &lt;settings&gt;
&lt;wrapUpOnIncoming&gt;OPTIONAL&lt;/wrapUpOnIncoming&gt; &lt;/settings&gt; &lt;state&gt;RESERVED&lt;/state&gt;

  &lt;stateChangeTime&gt;2017-04-14T21:01:31.935Z&lt;/stateChangeTime&gt;

  &lt;teamId&gt;5056&lt;/teamId&gt;

  &lt;teamName&gt;Test&lt;/teamName&gt;

  &lt;uri&gt;/finesse/api/User/1234&lt;/uri&gt;

&lt;/user&gt;

&lt;/data&gt;

&lt;event&gt;PUT&lt;/event&gt;

&lt;requestId&gt;ad6996dc-db0b-4f45-8e3a-0e975519f4db&lt;/requestId&gt;

&lt;source&gt;/finesse/api/User/1234&lt;/source&gt;

&lt;/Update&gt;]: Publishing XMPP Message Asynchronously
```

Somente depois 1 minuto 2 segundos, a fineza começou processar o pedido:

```
001345281: 10.106.81.82: Apr 14 2017 14:01:31.936 -0700: %CCBU_CoreImpl-worker187-6-
XMPP_PUBLISH_ASYNCHRONOUS: %[NodId=/finesse/api/User/1234][Payload=&lt;Update&gt; &lt;data&gt; &lt;user&gt;
&lt;dialogs&gt;/finesse/api/User/1234/Dialogs&lt;/dialogs&gt; &lt;extension&gt;1234&lt;/extension&gt;
&lt;firstName&gt;Test&lt;/firstName&gt; &lt;lastName&gt;Test&lt;/lastName&gt; &lt;loginId&gt;1234&lt;/loginId&gt;
&lt;loginName&gt;Test&lt;/loginName&gt; &lt;mediaType&gt;1&lt;/mediaType&gt; &lt;pendingState&gt;&lt;/pendingState&gt;
&lt;roles&gt; &lt;role&gt;Agent&lt;/role&gt; &lt;/roles&gt; &lt;settings&gt;
&lt;wrapUpOnIncoming&gt;OPTIONAL&lt;/wrapUpOnIncoming&gt; &lt;/settings&gt; &lt;state&gt;RESERVED&lt;/state&gt;
```

```
<stateChangeTime>2017-04-14T21:01:31.935Z</stateChangeTime>

<teamId>5056</teamId>

<teamName>Test</teamName>

<uri>/finesse/api/User/1234</uri>

</user>

</data>

<event>PUT</event>

<requestId>ad6996dc-db0b-4f45-8e3a-0e975519f4db</requestId>

<source>/finesse/api/User/1234</source>

</Update>]: Publishing XMPP Message Asynchronously
```

Agora se a escavação mais nos logs de WebServices do Desktop, você pode considerar que os eventos do sistema estão recebidos frequentemente com `systemEventId=10` que indica (`SYS_INSTRUMENT_OUT_OF_SERVICE` - um destino do dispositivo do agente empresarial foi removido do serviço. `SystemEventArgs1` contém o `PeripheralID` do peripheral, e `SystemEventText` contém o `AgentInstrument` que foi removido do serviço.)

```
001345281: 10.106.81.82: Apr 14 2017 14:01:31.936 -0700: %CCBU_CoreImpl-worker187-6-
XMPP_PUBLISH_ASYNC: [%Nodeld=/finesse/api/User/1234][Payload=<Update> <data> <user>
<dialogs>/finesse/api/User/1234/Dialogs</dialogs> <extension>1234</extension>
<firstName>Test</firstName> <lastName>Test</lastName> <loginId>1234</loginId>
<loginName>Test</loginName> <mediaType>1</mediaType> <pendingState></pendingState>
<roles> <role>Agent</role> </roles> <settings>
<wrapUpOnIncoming>OPTIONAL</wrapUpOnIncoming> </settings> <state>RESERVED</state>
```

```
<stateChangeTime>2017-04-14T21:01:31.935Z</stateChangeTime>

<teamId>5056</teamId>

<teamName>Test</teamName>

<uri>/finesse/api/User/1234</uri>

</user>

</data>

<event>PUT</event>

<requestId>ad6996dc-db0b-4f45-8e3a-0e975519f4db</requestId>

<source>/finesse/api/User/1234</source>

</Update>]: Publishing XMPP Message Asynchronously
```

Na fineza os eventos do sistema são eventos críticos e que são processadas se nenhum outro evento está na fila da execução. Todos eventos pendentes restantes serão suportado devido a esta circunstância e conduzirá à lentidão geral do processamento do evento.

Igualmente a fineza está considerando aleatoriamente um atraso no comando `CLEAR_CONNECTION` de aproximadamente um minuto, que estão cronometrando para fora (`CF_REQUEST_TIMEOUT_REJECTION`). Isto é para a mesma extensão para que a fineza está obtendo um `SystemEvent`.

Está aqui o exemplo específico o que aconteceu na fineza para um do exemplo:

O serviço de Web da fineza recebeu o pedido e enviou-o ao CTI Server ICM

```
001345281: 10.106.81.82: Apr 14 2017 14:01:31.936 -0700: %CCBU_CoreImpl-worker187-6-
XMPP_PUBLISH_ASYNCHRONOUS: %[Nodel=/finesse/api/User/1234][Payload=&lt;Update&gt; &lt;data&gt; &lt;user&gt;
&lt;dialogs&gt;/finesse/api/User/1234/Dialogs&lt;/dialogs&gt; &lt;extension&gt;1234&lt;/extension&gt;
&lt;firstName&gt;Test&lt;/firstName&gt; &lt;lastName&gt;Test&lt;/lastName&gt; &lt;loginId&gt;1234&lt;/loginId&gt;
&lt;loginName&gt;Test&lt;/loginName&gt; &lt;mediaType&gt;1&lt;/mediaType&gt; &lt;pendingState&gt;&lt;/pendingState&gt;
&lt;roles&gt; &lt;role&gt;Agent&lt;/role&gt; &lt;/roles&gt; &lt;settings&gt;
&lt;wrapUpOnIncoming&gt;OPTIONAL&lt;/wrapUpOnIncoming&gt; &lt;/settings&gt; &lt;state&gt;RESERVED&lt;/state&gt;

    &lt;stateChangeTime&gt;2017-04-14T21:01:31.935Z&lt;/stateChangeTime&gt;

    &lt;teamId&gt;5056&lt;/teamId&gt;

    &lt;teamName&gt;Test&lt;/teamName&gt;

    &lt;uri&gt;/finesse/api/User/1234&lt;/uri&gt;

&lt;/user&gt;

&lt;/data&gt;

&lt;event&gt;PUT&lt;/event&gt;

&lt;requestId&gt;ad6996dc-db0b-4f45-8e3a-0e975519f4db&lt;/requestId&gt;

&lt;source&gt;/finesse/api/User/1234&lt;/source&gt;

&lt;/Update&gt;]: Publishing XMPP Message Asynchronously
```

O CTI Server PG recebeu o pedido

```
001345281: 10.106.81.82: Apr 14 2017 14:01:31.936 -0700: %CCBU_CoreImpl-worker187-6-
XMPP_PUBLISH_ASYNCHRONOUS: %[Nodel=/finesse/api/User/1234][Payload=&lt;Update&gt; &lt;data&gt; &lt;user&gt;
&lt;dialogs&gt;/finesse/api/User/1234/Dialogs&lt;/dialogs&gt; &lt;extension&gt;1234&lt;/extension&gt;
&lt;firstName&gt;Test&lt;/firstName&gt; &lt;lastName&gt;Test&lt;/lastName&gt; &lt;loginId&gt;1234&lt;/loginId&gt;
&lt;loginName&gt;Test&lt;/loginName&gt; &lt;mediaType&gt;1&lt;/mediaType&gt; &lt;pendingState&gt;&lt;/pendingState&gt;
&lt;roles&gt; &lt;role&gt;Agent&lt;/role&gt; &lt;/roles&gt; &lt;settings&gt;
&lt;wrapUpOnIncoming&gt;OPTIONAL&lt;/wrapUpOnIncoming&gt; &lt;/settings&gt; &lt;state&gt;RESERVED&lt;/state&gt;

    &lt;stateChangeTime&gt;2017-04-14T21:01:31.935Z&lt;/stateChangeTime&gt;

    &lt;teamId&gt;5056&lt;/teamId&gt;

    &lt;teamName&gt;Test&lt;/teamName&gt;

    &lt;uri&gt;/finesse/api/User/1234&lt;/uri&gt;

&lt;/user&gt;

&lt;/data&gt;

&lt;event&gt;PUT&lt;/event&gt;

&lt;requestId&gt;ad6996dc-db0b-4f45-8e3a-0e975519f4db&lt;/requestId&gt;

&lt;source&gt;/finesse/api/User/1234&lt;/source&gt;

&lt;/Update&gt;]: Publishing XMPP Message Asynchronously
```

De qualquer modo devido a uma exceção do JTAPI, o atendimento não obteve desligado normalmente.

```
001345281: 10.106.81.82: Apr 14 2017 14:01:31.936 -0700: %CCBU_CoreImpl-worker187-6-
XMPP_PUBLISH_ASYNCHRONOUS: %[NodeId=/finesse/api/User/1234][Payload=&lt;Update&gt; &lt;data&gt; &lt;user&gt;
&lt;dialogs&gt;/finesse/api/User/1234/Dialogs&lt;/dialogs&gt; &lt;extension&gt;1234&lt;/extension&gt;
&lt;firstName&gt;Test&lt;/firstName&gt; &lt;lastName&gt;Test&lt;/lastName&gt; &lt;loginId&gt;1234&lt;/loginId&gt;
&lt;loginName&gt;Test&lt;/loginName&gt; &lt;mediaType&gt;1&lt;/mediaType&gt; &lt;pendingState&gt;&lt;/pendingState&gt;
&lt;roles&gt; &lt;role&gt;Agent&lt;/role&gt; &lt;/roles&gt; &lt;settings&gt;
&lt;wrapUpOnIncoming&gt;OPTIONAL&lt;/wrapUpOnIncoming&gt; &lt;/settings&gt; &lt;state&gt;RESERVED&lt;/state&gt;

    &lt;stateChangeTime&gt;2017-04-14T21:01:31.935Z&lt;/stateChangeTime&gt;

    &lt;teamId&gt;5056&lt;/teamId&gt;

    &lt;teamName&gt;Test&lt;/teamName&gt;

    &lt;uri&gt;/finesse/api/User/1234&lt;/uri&gt;

  &lt;/user&gt;

&lt;/data&gt;

&lt;event&gt;PUT&lt;/event&gt;

&lt;requestId&gt;ad6996dc-db0b-4f45-8e3a-0e975519f4db&lt;/requestId&gt;

&lt;source&gt;/finesse/api/User/1234&lt;/source&gt;

&lt;/Update&gt;]: Publishing XMPP Message Asynchronously
```

Eventualmente o atendimento obtém cancelado no lado ICM.

```
001345281: 10.106.81.82: Apr 14 2017 14:01:31.936 -0700: %CCBU_CoreImpl-worker187-6-
XMPP_PUBLISH_ASYNCHRONOUS: %[NodeId=/finesse/api/User/1234][Payload=&lt;Update&gt; &lt;data&gt; &lt;user&gt;
&lt;dialogs&gt;/finesse/api/User/1234/Dialogs&lt;/dialogs&gt; &lt;extension&gt;1234&lt;/extension&gt;
&lt;firstName&gt;Test&lt;/firstName&gt; &lt;lastName&gt;Test&lt;/lastName&gt; &lt;loginId&gt;1234&lt;/loginId&gt;
&lt;loginName&gt;Test&lt;/loginName&gt; &lt;mediaType&gt;1&lt;/mediaType&gt; &lt;pendingState&gt;&lt;/pendingState&gt;
&lt;roles&gt; &lt;role&gt;Agent&lt;/role&gt; &lt;/roles&gt; &lt;settings&gt;
&lt;wrapUpOnIncoming&gt;OPTIONAL&lt;/wrapUpOnIncoming&gt; &lt;/settings&gt; &lt;state&gt;RESERVED&lt;/state&gt;

    &lt;stateChangeTime&gt;2017-04-14T21:01:31.935Z&lt;/stateChangeTime&gt;

    &lt;teamId&gt;5056&lt;/teamId&gt;

    &lt;teamName&gt;Test&lt;/teamName&gt;

    &lt;uri&gt;/finesse/api/User/1234&lt;/uri&gt;

  &lt;/user&gt;

&lt;/data&gt;

&lt;event&gt;PUT&lt;/event&gt;

&lt;requestId&gt;ad6996dc-db0b-4f45-8e3a-0e975519f4db&lt;/requestId&gt;

&lt;source&gt;/finesse/api/User/1234&lt;/source&gt;

&lt;/Update&gt;]: Publishing XMPP Message Asynchronously
```

Conclusão

Razão pela qual todo o evento do estado de agente é atrasado é porque quando a fineza envia o "ClearConnectionReq" ao CTI Server, CTI Server envia pedido a Periheral gateway (PG) Open Peripheral Controller (OPC) serviço, que envia pedido a CUCM através de PG Peripheral Interface Manager JTapi Gateway) (PIM/PG (JGW). O CTI Server espera a resposta de CUCM (que falhou eventualmente), a fineza começa obter os eventos de sistema que toma a prioridade e daqui o atraso para responder ao pedido do estado de agente.

Resolução

A definição deste problema é seguida por estes defeitos que são fixados na fineza 11.5(1) ES4

[CSCve12017](#) para ICM (pg.cucm)

[CSCve11977](#) para a fineza