

A\_Busy\_call\_on\_a\_mobile\_phone\_is\_not\_marked\_as\_busy,\_instead\_it\_is\_detected\_as\_an\_invalid\_number

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|---------------------------|--|
| <b>Problem Summary</b>    | A Busy call on a mobile phone is not marked as busy, instead it is detected as an invalid number.  |
| <b>Error Message</b>      | NA   |
| <b>Possible Cause</b>     | <p>UCCX extracts the error codes from SIP messages. So, if gateway returns "404 Not found" for a number, we mark it as invalid.</p> <p>In case of busy calls, based on a mobile phone service provider, busy call may return a busy tone or it may also return NOT FOUND status from gateway. Hence, busy calls may be marked as busy or even invalid number at times.</p> <p>CPA doesn't implement the busy tone detection. Hence, UCCX will have to rely on the signaling to make decisions.</p> |
| <b>Recommended Action</b> | Enable SS_OB traces - all debug levels, in Cisco Unified CCX Serviceability Administration web interface to enable traces related to Outbound IVR. And check the status code in the SIP message for the busy number.   |
| <b>Release</b>            | Release 8.5(1)   |
| <b>Associated CDETS #</b> | NA   |