

Agent State transformations in Select Join and Join Across Line scenarios

Problem Summary	Agent States are behaving differently when agent uses Select Join or Join Across Line features to do conference			
Error Message	None.			
Possible Cause	Agent uses Select Join or Join Across Line to do conference			
Recommended Action	<p>When Conference is done using Select Join or Join Across Line feature then the Agent states for the agents who are present on that conference call will be computed. Unified CCX ignores agent state transformation when the call is on an agent's Non IPCC extension except a corner case where an agent do JAL, and as a result of that the call ends up on the agent's non IPCC extension.</p> <p>Following are some of the scenarios where Unified CCX sets agent's state before and after conference :</p>			
	S.No	Scenario	Agent State before Conference	Agent State after Conference
	1	<p>1.Call C1 arrives on ICD Route Point and it gets routed to Agent A1.</p> <p>2. Agent A1 puts call C1 on hold and then initiates another Call C2 to Agent A2's IPCC extension.</p> <p>3. Agent A2 answers the call.</p> <p>4. A1 does Select Join between the two calls.</p>	<p>A1: TALKING state.</p> <p>A2: NOT READY state.</p>	<p>A1: TALKING state.</p> <p>A2: TALKING state.</p>
2	<p>1. Call C1 arrives on ICD Route Point and it gets routed to Agent A1.</p> <p>2. Agent A1 puts call C1 on hold and then initiates another Call C2 to</p>	<p>A1: TALKING state.</p> <p>A2: On receiving call C2 Agent State will not change.</p>	<p>A1: TALKING state.</p> <p>A2: Agent State of will not change.</p>	

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	<p>Agent A2's Non IPCC extension. 3. Agent A2 answers the call. 4. A1 does Select Join between the two calls.</p>		
3	<p>1. Call C1 arrives on ICD Route Point and it gets routed to Agent A1. 2. Agent A1 then initiates another Call C2 from his Non IPCC extension to Agent A2's IPCC extension. 3. Agent A2 answers the call. 4. A1 does Join Across Line between the two calls.</p>	<p>A1: TALKING state. A2: NOT READY state.</p>	<p>A1: TALKING state. A2: TALKING state.</p>
4	<p>1. Call C1 arrives on ICD Route Point and it gets routed to Agent A1. 2. Agent A1 then initiates another Call C2 from his Non IPCC extension to Agent A2's Non IPCC extension. 3. Agent A2 answers the call. 4. Agent A1 does Join Across Line between the two calls.</p>	<p>A1: TALKING state. A2: On receiving call C2 Agent State will not change.</p>	<p>A1: TALKING state. A2: Agent State of will not change.</p>
5	<p>1. Call C1 arrives on ICD Route Point and it gets routed to Agent A1. 2. Agent A1 puts call C1 on hold and then initiates</p>	<p>A1: TALKING state.</p>	<p>A1: TALKING state.</p>

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	<p>another Call C2 to ICD Route point again. 3. A1 does Select Join between the two calls.</p>		
6	<p>1. Call C1 arrives on ICD Route Point and it gets routed to Agent A1. 2. Agent A1 then initiates another Call C2 from his Non IPCC extension to ICD Route point again. 3. Agent A1 does Join Across Line between the two calls.</p>	<p>A1: TALKING state.</p>	<p>A1: TALKING state.</p>
7	<p>1. Call C1 arrives on ICD Route Point and it gets routed to Agent A1. 2. Agent A2 then initiates another Call C2 from his IPCC extension to Agent A1's Non IPCC extension. 3. Agent A1 does Join Across Line between the two calls.</p>	<p>A1: TALKING state. A2: NOT READY state.</p>	<p>A1: TALKING state. A2: TALKING state.</p>
8	<p>1. Call C1 arrives on ICD Route Point and it gets routed to Agent A1. 2. Agent A2 then initiates another Call C2 from his Non IPCC extension to Agent A1's Non IPCC extension. 3. Agent A1 does Join Across Line between the two</p>	<p>A1: TALKING state. A2: On initiating call C2 Agent State will not change.</p>	<p>A1: TALKING state. A2: Agent State of will not change</p>

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	calls.		
Release	Release 8.0(1)		
Associated CDETS #	None		