

## Agent stuck in Reserved state-"Not posting the ContactPresentedEvent" seen in logs

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| <b>Problem Summary</b>    | Agent stuck in Reserved state-"Not posting the ContactPresentedEvent" seen in logs.   |
| <b>Error Message</b>      | 6662255: Aug 11 12:45:31.387 CDT %MIVR-SS_CM-7-UNK: IEF Contact ID:[34513/1] 16811729 ContactEventsGenerator: Not posting the ContactPresentedEvent because..   |
| <b>Possible Cause</b>     | The script redirects the call to an unmonitored number or a translation pattern that immediately redirects the call back to UCCX. The SessionRedirectedMsg for the redirect is posted after the call comes back to the RP. ContactDisconnectedEvent is posted for the SessionRedirectedMsg and this confuses the call because ICD thinks the call has now ended. So now when the same call is presented to an agent, ICD does not post ContactPresentedEvent as ContactDisconnectedEvent has already been posted for this call.   |
| <b>Recommended Action</b> | <p>Change the scripting logic and redirect the call directly to the second RP. Redirecting a call to a translation pattern that maps to a RP is not supported as per UCCX release notes. Redirecting a call to an unmonitored destination that sends the call back to a RP immediately is also not supported (CSCsq24641).</p> <p>Call is redirected</p> <p>26661089: Aug 11 12:45:25.199 CDT %MIVR-SS_TEL-7-UNK:CallID:64813<br/>MediaId:34513/1 Task:27000093905, Redirecting to: 623099, Unconditional: false, Reset<br/>26661175: Aug 11 12:45:25.355 CDT %</p> <p>Call is immediately presented at the RP:</p> <p>MIVR-SS_TEL-7-UNK:Route Connection=[1562:IPCCDFW/(P1-JTAPIAdmin_1)<br/>GCID=(1,34513)-&gt;ACTIVE]-&gt;OFFERED, reason=4, Event</p> <p>ContactDisconnectedEvent for the redirect is posted after the call is presented at the RP:</p> <p>26662057: Aug 11 12:45:30.356 CDT %MIVR-SS_CM-7-UNK: IEF Contact ID:<br/>[34513/1] 16811729 ContactEventsGenerator: Posting the ContactDisconnectedEvent co</p> <p>This confuses UCCX which does not post further events because<br/>ContactDisconnectedEvent was already received:</p> <p>26662255: Aug 11 12:45:31.387 CDT %MIVR-SS_CM-7-UNK: IEF Contact ID:<br/>[34513/1] 16811729 ContactEventsGenerator: Not posting the ContactPresentedEvent b</p> |
| <b>Release</b>            | Release 7.0(1), 8.0(1)  |
| <b>Associated CDETS #</b> | None.   |