

## Agent toggles between Reserved and Ready state-Script queues and dequeueAll's the call to multiple CSQ's

<b>Problem Summary</b>	Agent toggles between Reserved and Ready state-Script queues and dequeueAll's the call to multiple CSQ's.
<b>Error Message</b>	62917819: Dec 08 12:59:06.526 JST %MIVR-SS_TEL-7-UNK:Call.transferFailed(6511, INTERRUPTED)
<b>Possible Cause</b>	<p>The script will queue a call to csq1 and then dequeueAll. It then queues the call to csq2 and dequeueAll and so on.</p> <p>Sometimes during the processing on dequeueAll, due to timing, the dequeueAll for csq2 may be processed after call is queued to csq3 and so the call gets incorrectly dequeued from csq3. If an agent was already allocated for this call in csq3, then this agent can toggle between ready and reserved.</p> <p>62917577: Dec 08 12:59:06.323 JST %MIVR-SS_RM-7-UNK:ESD 3 TECHNICAL_CSQ .allocateRsrc(16847117 [69901/1]) 62917588: Dec 08 12:59:06.323 JST %MIVR-SS_CM-7-UNK:RmCm contact 16847117[69901/1] (38826) .setIaqState(QUEUED_WAITING) from NOT_IN_QUEUE 62917596: Dec 08 12:59:06.323 JST %MIVR-SS_CM-7-UNK:RmCm contact 16847117[69901/1] (38826) .dequeueAll(DEQUEUE_STEP) 62917598: Dec 08 12:59:06.323 JST %MIVR-SS_RM-7-UNK:ESD 4 GENERAL_CSQ .allocateRsrc(16847117 [69901/1]) 62917610: Dec 08 12:59:06.323 JST %MIVR-SS_CM-7-UNK:RmCm contact 16847117[69901/1] (38826) .dequeueAll(DEQUEUE_STEP) 62917611: Dec 08 12:59:06.323 JST %MIVR-SS_RM-7-UNK:ESD 7 ORDER_CSQ .allocateRsrc(16847117[69901/1]) 62917632: Dec 08 12:59:06.323 JST %MIVR-SS_CM-7-UNK:RmCm contact 16847117[69901/1] (38826) .setIaqState(QUEUED_ALLOCATED) from QUEUED_WAITING 62917634: Dec 08 12:59:06.323 JST %MIVR-SS_CM-7-UNK:RmCm contact 16847117[69901/1] (38826) .setAllocatedResource(T110708) 62917641: Dec 08 12:59:06.323 JST %MIVR-SS_CM-7-UNK:RmCm contact 16847117[69901/1] (38826) .setIaqState(NOT_IN_QUEUE) from QUEUED_ALLOCATED 62917642: Dec 08 12:59:06.323 JST %MIVR-SS_CM-7-UNK:RmCm contact 16847117[69901/1] (38826) .setIaqState(NOT_IN_QUEUE) from NOT_IN_QUEUE</p>
<b>Recommended Action</b>	If the intent is to dequeue a call from a single CSQ then use Dequeue - from CSQ step instead of DequeueAll.
<b>Release</b>	Release 7.0(1), 8.0(1)
<b>Associated CDETS #</b>	None.