

## **Re-route On No Answer (RONA) does not work if PG failover occurs while the call is ringing**

|                           |  |
|---------------------------|--|
| <b>Problem Summary</b>    | If a call is delivered to an available agent and PG failover occurs while the call is ringing, the call does not get rerouted to another available agent, even if the agent does not answer the call within the configured Ring No Answer time period. |
| <b>Error Message</b>      | None.  |
| <b>Possible Cause</b>     | Unified CCE does not support RONA with PG failover.  |
| <b>Recommended Action</b> | Not applicable.  |
| <b>Release</b>            | Release 8.5(3), Release 9.0(1), Release 9.1(1), Release 10.0(1), Release 10.5(1), Release 11.0(1)  |
| <b>Associated CDETS #</b> | None.  |