

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

Problem Summary	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.
Error Message	None.
Possible Cause	Unified CCE does not support RONA with PG failover.
Recommended Action	Not applicable.
Release	Release 8.5(3), Release 9.0(1), Release 9.1(1), Release 10.0(1), Release 10.5(1), Release 11.0(1)
Associated CDETS #	None.