

Call Dequeue Step sometimes does not dequeue the call

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| Problem Summary | Call Dequeue Step sometimes does not dequeue the call . Dequeued calls are allocated to resources. |
| Error Message | <p>190314: Jun 02 11:23:26.754 CDT %MIVR-ENG-7-UNK:Execute step of Task 27000000626 : Select Resource (--Triggering Contact-- from "Phone Support")</p> <p>190327: Jun 02 11:23:26.754 CDT %MIVR-STEP_ICD-7-UNK:Task:27000000626 SelectResourceStep: Queue selected, returning QUEUED branch</p> <p>190338: Jun 02 11:23:26.754 CDT %MIVR-ENG-7-UNK:Execute step of Task 27000000626 : Dequeue (--Triggering Contact-- from "Phone Support")</p> <p>190339: Jun 02 11:23:26.754 CDT %MIVR-ENG-7-UNK:Execute step of Task 27000000627 : InsertContactFIFO</p> <p>//Dequeue step is executing while the call is still being queued</p> <p>190340: Jun 02 11:23:26.754 CDT %MIVR-STEP_ICD-7-UNK:Task:27000000626 DequeueStep: Executing DequeueStep</p> <p>190341: Jun 02 11:23:26.754 CDT %MIVR-STEP_ICD-7-UNK:Task:27000000627 Executing InsertContactFIFOStep</p> <p>190343: Jun 02 11:23:26.754 CDT %MIVR-SS_CM-7-UNK:RmCm contact 17291888[514672/1] (509) .setIaqState(QUEUED_WAITING) from NOT_IN_QUEUE</p> <p>190344: Jun 02 11:23:26.754 CDT %MIVR-STEP_ICD-7-UNK:Task:27000000626 DequeueStep: Dequeued CSQID: 3</p> |
| Possible Cause | The dequeue does not take effect because of the timing of execution of Select Resource Step and the Dequeue Step. The call is still being queued when the dequeue step executes and so dequeue step execution cannot post the necessary events to dequeue the call and the call ends up remaining queued. |
| Recommended Action | Introduce a very small delay before the Dequeue step or use DequeueAll Step in place of the Dequeue step |
| Release | 7.0(1), 8.0(1) |
| Associated CDETS # | None. |