

Call redirected from one RP to the other causes agent to get stuck in RESERVED

Problem Summary	A call is redirected from one script to the other script where it is queued. When an agent is allocated to this call and the agent goes reserved, the consult call is offered to the agent. At about this time, the SessionRedirectedMsg for the redirect comes in and due to this ICD thinks that the call to the agent was redirected and the agent is moved from reserved to available.
Error Message	89731917: Mar 14 16:29:03.921 PST %MIVR-SS_RM-7-UNK:Processing msg: SessionActiveMsg (Rsrc:null ID:1502029/2 Type:IAQ) 89734003: Mar 14 16:29:33.073 PST %MIVR-ENG-7-UNK:Execute step of Task 28000121588 : Operator: Call Redirect (--Triggering Contact-- to sOperator_Ext) 89734128: Mar 14 16:29:33.657 PST %MIVR-SS_RM-7-UNK:Processing msg: SessionActiveMsg (Rsrc:null ID:1502029/2 Type:IAQ) 89734425: Mar 14 16:29:37.903 PST %MIVR-ENG-7-UNK:Execute step of Task 28000121595 : Select Resource (--Triggering Contact-- from sQueue_Selected) 89734439: Mar 14 16:29:37.903 PST %MIVR-SS_RM-7-UNK:Rsrc: usyvfi New State:RESERVED Old State:AVAILABLE Reason code:0 89734541: Mar 14 16:29:38.096 PST %MIVR-SS_CM-7-UNK:ICDContactAdapter 88133 : ContactTerminated received for App FW contact 24599, iefSourceContact is 35056461 [1502029/2] (60059) 89734428: Mar 14 16:29:37.903 PST %MIVR-SS_RM-7-UNK:Processing msg: AllocateRsrcMsg (ESD:9 Contact ID:24604 CallID:1502029/2) 89734542: Mar 14 16:29:38.096 PST %MIVR-SS_RM-7-UNK:Processing msg: SessionRedirectedMsg, contact ID:1502029/2 89734573: Mar 14 16:29:38.096 PST %MIVR-SS_RM-7-UNK:Rsrc: usyvfi New State:AVAILABLE Old State:RESERVED Reason code:0 89735420: Mar 14 16:29:54.694 PST %MIVR-SS_RM-7-UNK:Processing msg: AllocateRsrcMsg (ESD:9 Contact ID:24604 CallID:1502029/2) 89735431: Mar 14 16:29:54.695 PST %MIVR-SS_RM-7-UNK:Rsrc: usyvfi New State:RESERVED Old State:AVAILABLE Reason code:0
Possible Cause	The SessionRedirectedMsg for the redirect comes in 5 seconds after the redirect request from Redirect Step. If the agent is in RESERVED state at that point in time, such issues can happen.
Recommended Action	Use SetContactInfo step to mark the call as handled in the successful branch of the Redirect step whenever the call is getting redirected from one script to another. This will eliminate the delay in posting the SessionRedirectedMsg
Release	7.0(1), 8.0(1)
Associated CDETS #	None.