

## Call reserves an agent although caller hanged in IPIVR

<b>Problem Summary</b>	<p>Call reserves an agent although caller hanged in IPIVR.</p> <p>Call flow: PSTN -&gt;VoiceGW -&gt; CCM -&gt; ICM -&gt; IVR -&gt; Agent</p>
<b>Error Message</b>	Agent remains in reserved state even after the call gets abandoned in IPIVR.
<b>Possible Cause</b>	<p>When the agent becomes available then the Router select the agent and sends a precall to the EAPIM if there is any call queued at the IVR. And it simultaneously request the IVR through VRU PIM to deliver the call to the agent for which the Pre Call has been initiated.</p> <p>After making the agent to reserved it waits for the Call to be delivered but the Call never arrives. While making the agent to available it had started a timer for 30 sec. So the PIM waits for 30 seconds to receive the call. This timer is defined is Hardcoded in the EAPIM code. Check if the symptoms of this issue are same as the one for CSCsx32375 .</p>
<b>Recommended Action</b>	Apply fix for ICM defect - CSCsx32375
<b>Release</b>	7.0 .
<b>Associated CDETS #</b>	ICM defect - CSCsx32375