

Call to Genesys Enterprise with does not go to UCCE that has available agents.

| | |
|---------------------------|--|
| Problem Summary | A call is made into a Genesys Enterprise system. There are available agents on UCCE but the call does not go to UCCE but takes some other action (Typically gets queued). |
| Error Message | N/A. |
| Possible Cause | <ul style="list-style-type: none"> • Bad URS Strategy (Not really picking the UCCE peripheral). • T-Server not connected to CTI-Server. • Agent status not reaching the T-Server |
| Recommended Action | <p>Check if T-Server is connected to UCCE?</p> <p>(Check this in the Genesys Solution Control Interface for the respective T-Server) If not proceed to (T-Server troubleshooting)</p> <p>Check if agent availability is properly transitioned up to Genesys realtime</p> <p>Refer to (Genesys real time statistics don?t reflect available agents on UCCE) If availability is properly transition up to Genesys proceed to (Genesys troubleshooting).</p> <p>Check CTI-Server logs for an AGENT_STATE_EVENT with an AS_AVAILABLE for the agent in question (Should be in all skill groups).</p> <p>If not follow normal UCCE troubleshooting steps for no CTI agent available events. If event(s) are present and look ok proceed to (Genesys Troubleshooting - Agent State issues)</p> <p>Example of An agent state event:</p> <pre> 16:55:05:596 cg1A-ctisvr SESSION 4: MsgType:AGENT_STATE_EVENT (MonitorID:1 PeripheralID:5000 SessionID:0x0 PeripheralType:IPCC 16:55:05:596 cg1A-ctisvr SESSION 4: Simplified SkillGroupState:AS_AVAILABLE StateDuration:0 SkillGroupNumber:1 SkillGroupID:5001 16:55:05:596 cg1A-ctisvr SESSION 4: SkillGroupPriority:0 AgentState: AS_AVAILABLE EventReasonCode:0 MRDID:1 NumTasks:0 16:55:05:596 cg1A-ctisvr SESSION 4: AgentMode:1 MaxTaskLimit:1 ICMAgentID:5002 AgentAvailabilityStatus:0 NumFltSkillGroups:0 16:55:05:596 cg1A-ctisvr SESSION 4: ClientSignature:"" AgentID:"1001" AgentExtension:"2301" AgentInstrument:"2301") </pre> <p>Note that the SkillGroupState is what matters for agent availability generally.</p> |
| Release | Release 8.0(2) |
| Associated CDETS # | N/A |