

Enterprise (Genesys) RNA handling not working properly.

Problem Summary	<p>Where Genesys is doing enterprise level RNA (Ring No Answer) handling it doesn't appear to be working properly.</p> <p>Not working properly is defined as either the phone rings forever, or UCCE RONA logic redirects the call instead of Genesys.</p>
Error Message	N/A.
Possible Cause	<ul style="list-style-type: none"> • No T-Server RNA configured • UCCE Agent Desk Settings RONA timeout is less than Genesys RNA timeout
Recommended Action	<p>Check if UCCE RONA kicking in before Genesys RNA logic can take place. Do this by checking the CTI-Server for a DEFLECT_CALL_REQ from the T-Server. If none is seen but the call is seen getting redirected then UCCE is doing it.</p> <p style="padding-left: 40px;">If so ensure the UCCE RONA timeout is greater than that of Genesys ? Retest.</p> <p>Check CTI-Server log for a DEFLECT_CALL_REQ being sent by a T-Server?</p> <p style="padding-left: 40px;">If not proceed to Genesys Troubleshooting If so, does it have a successful response (DEFLECT_CALL_CONF) If so proceed to troubleshoot UCCE following the call to determine why the deflect didn't actually deflect the call and didn't return a CONTROL_FAILURE_CONF.</p> <p>Diagnose the reason a CONTROL_FAILURE_CONF is sent - determine the cause.</p> <p style="padding-left: 40px;">If it appears the request should have been accepted proceed to UCCE troubleshooting (Valid Call/CallConnectionID, valid for the call state (Call is still there, etc.). If the request appears invalid to Genesys Troubleshooting ? TP Request issues</p>
Release	Release 8.0(2)
Associated CDETS #	N/A