

Issues related to agents using shared line

| | |
|---------------------------|--|
| Problem Summary | Issues related to agents using shared line leading to NonUniqueObjectException in HRDM . |
| Error Message | None |
| Possible Cause | Agent having a shared line (IPCC or NON IPCC) on his phone |
| Recommended Action | <p>Unified CCX has to detect and ignore the NON ACD shared line/s on agent's phone. CCX will not be doing reporting and other event handling which will happen on that shared line. An agent should not use that shared line to do operations line JAL and DTAL with other lines on agent's phones which are being monitored by Unified CCX.</p> <p>For the detection of the shared lines the fix (for bug# CSCth96226) is provided in 8.0(2)SU1 and onward releases. So if agents are using the shared lines then 8.0(2)SU1 should be applied. To do a check that whether the shared line detection is working (after applying 8.0(2)SU1), do the following : 1. Login the agent who has shared NON ACD line on his phone 2. Check MIVR logs for the below log statement (SS_RM DEBUG should be enabled)</p> <hr/> <p>236554: Nov 05 10:51:26.435 CDT %MIVR-SS_RM-7-UNK:Secondary extension [[XYXY]] is shared with 2 other devices. So ignoring putting observer on this extension.</p> <hr/> <p>Sometimes this shared line detection doesn't work as expected and thus leads to problems like Agent state record writing in DB.</p> <hr/> <p>Error in writing into DB: Table=AgentStateDetail,Exception=javaw.persistence.PersistenceException: org.hibernate.NonUniqueObjectException: a different object with the same identifier value was already associated with the session:</p> <hr/> <p>To problem happens when the line is shared between agents and non agents. To solve this associate all the phones sharing extensions with agent/s with RM JTAPI application user in Cisco Unified Call Manager.</p> <p>Please refer to the details mentioned here.</p> |
| Release | 8.0(1) onwards |
| Associated CDETS # | CSCth96226 |