

RTR in SelectJoin, DirectTransfer, JoinAcrossLines, DirectTransferAcrossLines Scenarios

Problem Summary	RTR behaves a little different in SelectJoin, DirectTransfer, JoinAcrossLines, DirectTransferAcrossLines Scenarios	
Error Message	None.	
Possible Cause	Agent performs Select Join or Direct Transfer or Join Across Lines or Direct Transfer Across Lines	
Recommended Action	A few scenarios and the expected RTR behavior are described below	
	Scenario	RTR Behavior
	Call C1 arrives on ICD Route Point and it gets routed to Agent1. Agent1 puts call C1 on hold and then initiates another Call C2 to Agent2's IPCC extension. Agent2 answers the call.	At first when Agent2 answers C2, Agent2's Resource Stats do not get updated for C2.
	Agent1 performs Select Join (or Join Across Lines if C2 was from Agent1's non-ACD line) between the two calls.	After Agent1 completes Select Join (or Join Across Lines if C2 was from Agent1's non-ACD line), Agent2's contactpresented and contactconnected get bumped up in Resource Stats to indicate that Agent2 is now on an ACD call
	Call C1 arrives on ICD Route Point and it gets routed to Agent1. Agent1 puts call C1 on hold and then initiates another Call C2 to Agent2's IPCC extension. Agent2 answers the call.	At first when Agent2 answers C2, Agent2's Resource Stats do not get updated for C2.
	Agent1 performs Direct Transfer (or Direct Transfer Across Lines if C2 was from Agent1's non-ACD line) between the two calls.	After Agent1 completes Direct Transfer (or Direct Transfer Across Lines if C2 was from Agent1's non-ACD line), Agent2's contactpresented and contactconnected get bumped up in Resource Stats to indicate that

<p>Call C1 arrives on ICD Route Point and it gets routed to Agent1. Agent1 puts call C1 on hold and then initiates another Call C2 to Agent2 non_ACD line extension. Agent2 answers the call.</p> <p>Agent1 performs Direct Transfer (or Direct Transfer Across Lines if C2 was from Agent1's non-ACD line) between the two calls.</p>	<p>Agent2 is now on an ACD call.</p> <p>When Agent2 answers C2, Agent2's Resource Stats do not get updated for C2.</p> <p>Even after Agent1 completes Direct Transfer (or Direct Transfer Across Lines if C2 was from Agent1's non-ACD line), Agent2's Resource Stats do not get updated to reflect this call because the call C1/C2 is on his non-ACD line. Also the overall statistics gets updated only after Agent2 disconnects the call because the call is still a valid ACD call on Agent2's non-ACD extension that Agent2 can still transfer/conference to another agent's ACD extension or a Route Point.</p>
<p>Agent1 is on a preview outbound call C1 with the customer. Agent1 puts call C1 on hold and then initiates another Call C2 to Agent2 ACD extension. Agent2 answers the call.</p> <p>Agent1 performs Direct Transfer (or Direct Transfer Across Lines if C2 was from Agent1's non-ACD line) between the two calls.</p>	<p>When Agent2 answers C2, Agent2's Resource Stats do not get updated for C2.</p> <p>After Agent1 completes Direct Transfer (or Direct Transfer Across Lines if C2 was from Agent1's non-ACD line), Agent2's outbound Resource Stats get updated to reflect this call.</p>
<p>Agent1 is on a preview outbound call C1 with the customer. Agent1 puts call C1 on hold and then initiates another Call C2 to Agent2 ACD extension. Agent2 answers the call.</p> <p>Agent1 performs Select Join (or Join Across Lines if C2 was from</p>	<p>When Agent2 answers C2, Agent2's Resource Stats do not get updated for C2.</p> <p>After Agent1 completes Select</p>

RTR_in_SelectJoin,_DirectTransfer,_JoinAcrossLines,_DirectTransferAcrossLines_Scenarios

	<p>Agent1's non-ACD line) between the two calls.</p>	<p>Join (or Join Across Lines if C2 was from Agent1's non-ACD line), Agent2's outbound Resource Stats get updated to reflect this call.</p>	
	<p>Agent1 is on a preview outbound call C1 with the customer. Agent1 puts call C1 on hold and then initiates another Call C2 to ACD Route Point. C2 is presented to Agent2 from the queue.</p> <p>Agent1 performs Select Join/Direct Transfer/Join Across Lines/Direct Transfer Across Lines between the two calls.</p>	<p>Since C2 does not carry the outbound call type, C2 is treated as a regular ICD call from the queue for Agent2 and Agent2's Inbound statistics like Contact Presented, Contact Handled etc are updated in Resource stats.</p> <p>After Agent1 completes (DT/DTAL/SJ/JAL) between the two calls, Agent2 is connected to the outbound customer and the call that connects them is of outbound type. At this point RTR has to show that Agent2 is actually on an outbound call and not an inbound call. So Agent2's inbound resource stats that were initially updated for this call are reset to old values and Agent2's outbound statistics are updated to reflect that Agent2 is on an outbound call.</p>	
Release	Release 8.0(1)		
Associated CDETS #	None		