

Reduced call completion rate under heavy load while using an MRCP ASR Group

Problem Summary	Under heavy load, calls that utilize a channel from an MRCP ASR Dialog Control Group, can have a reduced call completion rate.
Error Message	None.
Possible Cause	The MRCP channels utilized by calls can take some additional time to clean up all the sessions set up with MRCP resources.
Recommended Action	<p>Overprovision MRCP ASR Dialog Control Groups by a factor of 1.2 or by an additional 20 percent. For example, if your application requires 100 MRCP ASR channels, then configure 120 MRCP ASR channels. Complete the following steps:</p> <ol style="list-style-type: none"> 1. Select Subsystems > MRCP ASR > MRCP ASR Provider Configuration. 2. Click the MRCP ASR Dialog Groups link on the left panel. 3. Either click the Add MRCP ASR Dialog Control Group link or select an existing group. 4. Modify the value of Max.Number of Sessions as prescribed above. Overprovision this value by a factor of 1.2 or by an additional 20 percent. 5. Click Update or Add as appropriate.
Release	Release 7.0(1)
Associated CDETS #	None.