CVP Requery Agent Answer Race Condition (randled)

Problem Summary	The symptoms will be seen in reporting if compare metric summaries at the end of a business cycle (i.e. at the end of the day). • CallsHandled differs between matching Call Type and Skill Group. • ServiceLevelCallsOffered in the Skill Group is greater than the RouterCallsOffered. • ServiceLevelRona is greater than CallsRedirected in the Skill Group. • CallsAnswered may sometimes be different between Call Type and Skill Group. • CallsCompleted is greater than CallsOffered.
Error Message	No specific error message for this condition.
Possible Cause	There is a small window of opportunity for a race condition where the agent answers the call just as CVP is pulling the call back due to Requery or Ring No Answer timeout. When this condition occurs, CVP reports the call as requeried and the PG has already identified the call as answered. Because of this, the Router and PG will count the call differently, and the impact will depend on whether the Router received the answer event from the PG before or after the CVP requery event. Note that this is a very small window of opportunity here where an agent has to answer the call just as the CVP RingNoAnswer Timer expires and pulls back the call. This condition is likely affecting less than 0.01% of customer calls if it is happening at all.
Recommended Action	Apply a maintenance release that contains the fixes for the defects mentioned below. The patch will reduce the number of calls that are marked as Requeried and Handled (i.e. randled), and make it easier to identify any remaining discrepancies. There will be 5 new CallDispositions in the Termination Call Detail records which can be used to back out reporting discrepancies. Here are the new CallDispositions • 58 ? Router Requery Before Answer ? Router Received a Requery Event from CVP before the Agent PG indicated the call was answered by an Agent. • 59 ? Router Requery After Answer ? Router Received a Requery Event from CVP after the Agent PG indicated the call was answered by and Agent. • 60 - Network Error ? Router received a Network Error for a call targeting an agent before the call arrived to the agent. • 61 - Network Error Before Answer ? Router Received a Network Error Event from CVP before the Agent PG indicated the call was answered by an Agent. • 62 - Network Error After Answer ? Router Received a Network Error Event from CVP after the Agent PG indicated the call was answered by an Agent. Note that these calls which would have been marked as Handled in the Skill Group will now be marked as Redirected, but some metrics related to the answered event will still be incremented. If you want to compensate for reporting errors that result from this race condition, the following information provides the details for how counts and calculations can be

	modified based on these call dispositions. CD 60 - no changes required CD 58 and CD 61 will both impact the same fields: SG.CallsAnswered, SG.AnswerWaitTime, and SG.ASA (Average Speed of Answer), and can be backed out this way. • SG.CallsAnswered = Decrement SG.CallsAnswered by 1 • SG.AnswerWaitTime = Subtract (TCD.RingTime + TCD.NetworkQTime + TCD.NetworkDelayTime) • SG.ASA also needs to be adjusted. It is calculated as AnswerWaitTime / CallsAnswered. Each CD 59 and CD 62 will both impact the same fields; CallsAnswered, ASA, and ServiceLevelCallsOffered in the Call Type and the Skill Group. • SG.CallsAnswered = Decrement SG.CallsAnswered by 1 • SG.AnswerWaitTime = Subtract (TCD.RingTime + TCD.NetworkQTime + TCD.NetworkTime) • SG.ASA also needs to be adjusted. It is calculated as AnswerWaitTime / CallsAnswered.
Release	CCE 7.5(1)
Associated CDETS #	CSCte01312, CSCte41728