

**Same call is presented to two agents**

<b>Problem Summary</b>	Same call is presented to two agents.
<b>Error Message</b>	A call comes into UCCX. From the same calling number we see another incoming call at the RP while the first call is still active within UCCX
<b>Possible Cause</b>	Issues in gateway/CUCM
<b>Recommended Action</b>	To debug this issue, search for the calls coming in from a particular calling number. Look for "cgn=". If there is a second call from the same CGN while the first is still active then escalate to gateway/CUCM teams. 23084: Feb 11 09:11:26.852 CST %MIVR-SS_TEL-7-UNK:Call.received() JTAPICallContact[id=1451,implId=380931/2,state=STATE_RECEIVED_IDX,inbound=true,AppName=SB Main AA,task=null,session=null,seqnum=-1,cn=7595,dn=7595,cgn=7242287455,ani=null, 23138: Feb 11 09:11:26.899 CST %MIVR-SS_TEL-7-UNK:Call.answered() JTAPICallContact[id=1451,implId=380931/2,state=STATE_ANSWERED_IDX,inbound=true,AppName=SB Main AA,task=49000004453,session=68000001330,seqnum=0,cn=7595,dn=7595,cgn=7242287455,ani=null, 26289: Feb 11 09:11:41.539 CST %MIVR-SS_TEL-7-UNK:Call.received() JTAPICallContact[id=1458,implId=555750/1,state=STATE_RECEIVED_IDX,inbound=true,AppName=SB Main AA,task=null,session=null,seqnum=-1,cn=7595,dn=7595,cgn=7242287455,ani=null,
<b>Release</b>	7.0(1), 8.0(1)
<b>Associated CDETS #</b>	None.