RONA and Router Requery Not Working as Expected

Problem Summary	Ring On No Answer (RONA) and router requery are not working as expected.
Error Message	None.
Possible Cause	RONA timers are set incorrectly. The RONA function ensures that when an agent does not answer a call, the call is taken away after ringing for a configurable number of seconds, is presented to another agent or put back in queue, and the agent is put in the not ready state.
Recommended Action	Check the RONA timers and reconfigure times. There are three system timers that affect RONA behavior: • **Unified CVP** - In VBAdmin, use SetRNATimeout to specify the number of seconds that the agent phone should ring before the call is taken away from the agent. This timeout must be longer than the Ring no Answer timeout set in the Agent Desktop settings. Use ShowRNATimeout to display the current timeout value. You must restart the Voice Browser for a setting change to take effect. • **Agent Desktop settings** - set from ICM Configuration->Enterprise->Agent DeskSettings->Ring no Answer Time. Ring no Answer Dialed Number must not be set. Set the timeout to the maximum time for the agent to answer a call, for example 2 rings = 8 seconds. This timer value should be set to a shorter time than the CVP RNATimeout. • **Unified CM** - CCMAdmin->Service->Service Parameters->Cisco Call Manager->ForwardNoAnswerTimer In general, there are two different RONA behaviors that are typically wanted: 1. Send caller to voicemail after ring-no-answer to agent. In this case the timer hierarchy should be: Agent Desktop < Call Manager < CVP 2. Do ICM router re-query after ring-no-answer to agent. In this case the timer hierarchy should be: Agent Desktop < CVP < Call Manager
Release	Release 7.0(2)
Associated CDETS #	None.