

Call Bounces Between Two Agents – Forward NoAnswer Timer

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Introduction

This document describes one reason why an [incominginbound](#) call bounces between two agents and provides a solution in a Cisco IP Contact Center (IPCC) Express environment.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco CallManager
- Cisco Customer Response Solutions (CRS)

Components Used

The information in this document is based on these software and hardware versions:

- Cisco CallManager
- Cisco CRS

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

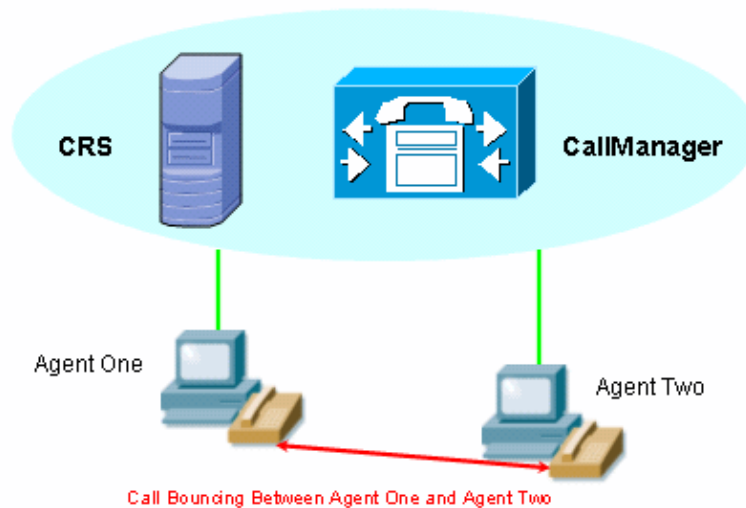
Refer to Cisco Technical Tips Conventions for more information on document conventions.

Problem

When a new call arrives at an agent desktop, Agent **One** receives the enterprise data screen pop and one ring. Before the agent can answer the call, the call is transferred to Agent **Two** with the enterprise data screen pop and one ring. Before the second agent can answer, the call is transferred back to Agent **One**. The call switches

back and forth between the two agents and neither agent can answer the call. It appears the call is in a recursive loop, ~~as shown in~~ (See Figure 1.)

Figure 1 ~~Call Bouncing~~ Back and Forth Between Agent One and Agent Two



Solution

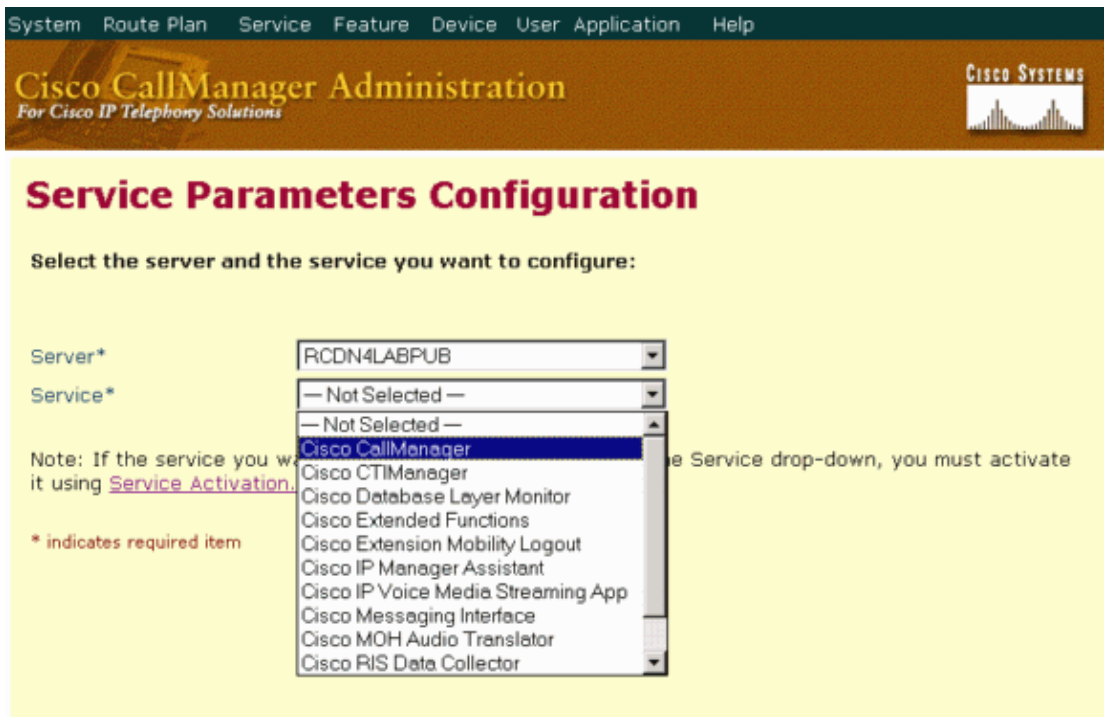
The problem is caused by the timeout setting between the Forward NoAnswer Timer in CallManager and the Select Resource step of the CRS script. In order to fix this problem, the Forward NoAnswer Timer must exceed the Timeout value of the Select Resource step.

Set the Forward NoAnswer Timer

Complete the following steps in order to set the Forward NoAnswer Timer:

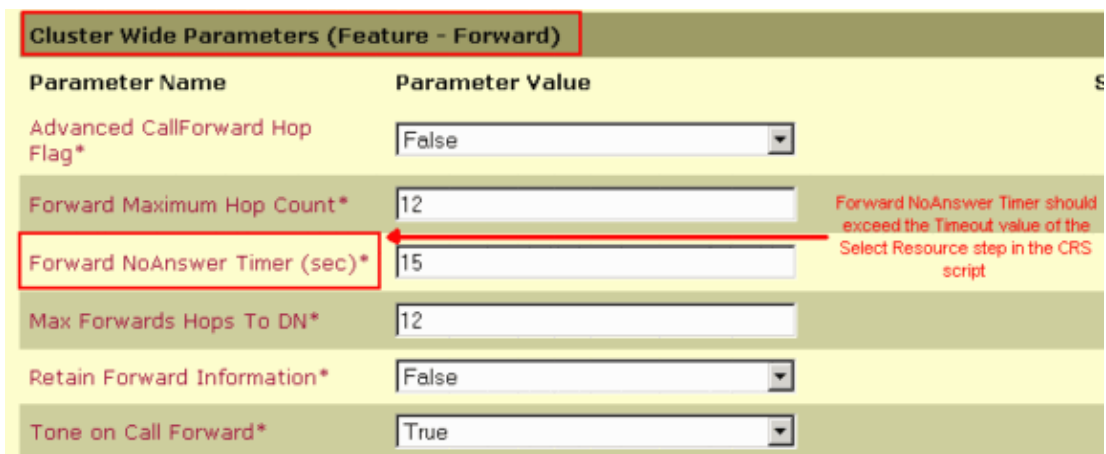
1. In Cisco CallManager Administration, ~~select~~choose **Service > Service Parameter** .
2. ~~Select~~Choose the correct server from the Server drop-down list.
3. ~~Set~~Choose the service to **Cisco CallManager** from the Service drop-down list, as shown in, (See Figure 2.)

Figure 2: Service Parameters Configuration



4. ~~In the Cluster Wide Parameters (Feature – Forward) area, Navigate to enter a value in the Forward NoAnswer Timer (sec)* field, under the Cluster Wide Parameters (Feature – Forward) section, (See Figure 3.)~~

Figure 3: Forward NoAnswer Timer



Note: The Forward NoAnswer Timer value must be greater than the Timeout value in the Select Resource dialog box. (See Figure 4.)

~~<Action><ShortAction> <Para>Set the Forward NoAnswer Timeout value.</Para> <Alert> <Para>The value should be greater than the timeout value in the Select Resource.</Para> </Alert></ShortAction> </Action>~~

Set Timeout for Select Resource

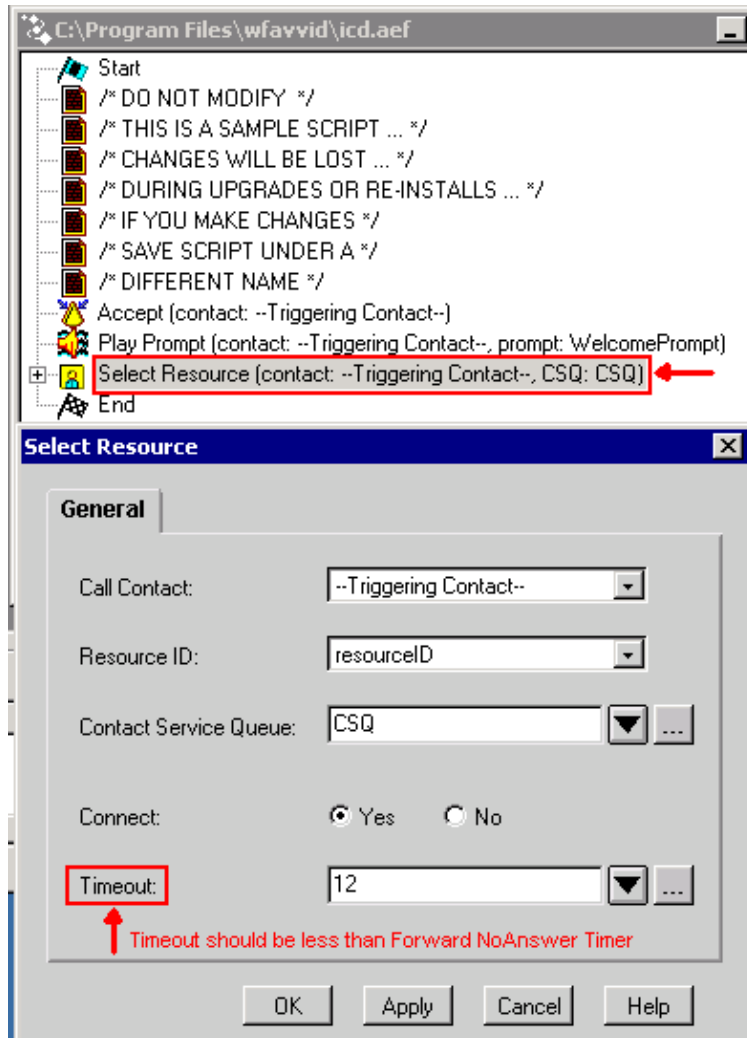
~~Complete these steps in order to set the Timeout value of the Select Resource, complete the following steps:~~

1. ~~Use the Cisco Customer Response Applications (CRA) Editor in order to load the CRS script using the Cisco CRA Editor.~~

2. In the dialog box, To locate the Select Resource step, right-click and select **Properties** in the pop-up window in order to locate the Select Resource step. The Select Resource window appears, as shown in <XRef Location="fig-4">Figure 4</XRef>.

The Select Resource window appears. (See Figure 4.)

Figure 4: Timeout Setting of the Select Resource Step



3. SetEnter a value in the **Timeout** valuefield, and click **OK** .

Note: This Timeout value ~~should~~must be ~~shorter~~less than the Forward No Answer ~~Timeoutr~~.

<Graphic ID="fig-4"> <caption>Figure 4: Timeout Setting of the Select Resource Step</caption><ImageSourceRef="forward-no-answer-timer-4.gif"><?xml-namespace replace_text {ImageSource}></ImageSource></Graphic>

Related Information

- **Technical Support – Cisco Systems**

