

UCCXCTI and receiving Call Events from...



[Richard Mudway](#) 16 posts since Feb 17, 2014

UCCXCTI and receiving Call Events from a Route Point Feb 17, 2014 1:39 AM

Hi Everyone,

I have recently moved from Cisco TSP development to using UCCX-CTI because it provided more information about both Agents and Queues. But i have recently hit a snag where i cannot get any Call Event information on a Route Point? It is as if it were invisible in my call flow, and the call passed straight through to the point after, which is then a Device (such as a CTI Port) seen in my application. However my application will not work unless it can track the call via the ringing/answer events (Delivered/Established) at each step.

The UCCX CTI Protocol Developer guide clearly states that it should be able to see calls associated with a Route Point, CTI Port and an Agent Phone. But i cannot see any call while it is crossing a Route Point due to the lack of these Call Events?

Can anyone help guide me or provide anything towards a possible answer please?

FYI - If this is a configuration issue, i still need help, as I don't have any experience with configuring the CUCM or UCCX.

Many Thanks,

Rich.

Tags: [uccxcti](#), [route_point](#), [call_events](#)



[dlender](#) 374 posts since Feb 23, 2010

Re: UCCXCTI and receiving Call Events from a Route Point Feb 17, 2014 8:42 AM

While UCCX itself knows about call events to a route point, these events not available via UCCX CTI protocol.

From the UCCX protocol guide: "A bridge mode client receives all agent-state and call events for all logged in agents in the system."

Note that these events are for **agents** not for Route Points and Queues.



[Richard Mudway](#) 16 posts since Feb 17, 2014

Re: UCCXCTI and receiving Call Events from a Route Point Feb 17, 2014 8:55 AM

 in response to [dlender](#)

Hi dlender,

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Thanks for your reply. I am using the bridge mode to catch all events, but this is of little use...

What would you suggest that i could do in order to get a ring/delivered event for the Route Point on a UCCX? I have considered TAPI to only monitor these Route Points. Im not sure if this would 100% work, but it would mean to have 2 protocols in my application.



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Re: UCCXCTI and receiving Call Events from a Route Point Feb 18, 2014 7:50 AM

in response to [Richard Mudway](#)

A route point is a function of Callmanager not UCCX so I guess TAPI would work. I suggest posing your question in the TAPI forum here

<https://cisco-marketing.hosted.jivesoftware.com/community/developer/collaboration/call-control/tapi>