

UCCX 9 Agent State is Not Ready on...



[Peter Jenkins](#) 6 posts since Dec 16, 2014

UCCX 9 Agent State is Not Ready on Outbound Call Aug 18, 2015 8:30 PM

I have written an application using UCCX CTI that connects in to our UCCX 9.0(2) server and gets a copy of all events. Those events are then used to give a real time view of the call centre on a wallboard display. One thing I've noticed is the agent state stays as NOT_READY when making an outbound call. The default position for our agents is to be NOT_READY and actioning manually dialled outbound calls triggered from a separate application in our company. Inbound is actually a small part of their job. As such the wallboard application just shows most agents as being NOT_READY all day. There are also no call events to help identify that an agent has made an outbound call either. Is there any way to get notified when an agent initiates an outbound call? A state transition to TALKING_OUT or something similar would be mighty handy.

We had a similar application we wrote to integrate into our old CUCE with CTIOS application and we could accurately track what an operator was doing on their phone regardless of the call's direction.

Any help or suggestions greatly appreciated.

Tags: [cti](#), [uccx](#), [uccxcti](#), [contactcenterexpresscti\(uccxcti\)](#), [unifiedcontactcenterexpresscti\(uccxcti\)](#), [uccx_cti_protocol](#)



[Venkata Raghavan](#) 19 posts since Jul 10, 2011

Re: UCCX 9 Agent State is Not Ready on Outbound Call Aug 19, 2015 12:38 AM

What is the AgentStateMask and CallEventMask values you set in OPEN_REQ message sent to UCCX to open a session?

Your application will receive agent state and call events based on these mask settings.

Refer to UCCX CTI dev guide



[Peter Jenkins](#) 6 posts since Dec 16, 2014

Re: UCCX 9 Agent State is Not Ready on Outbound Call Aug 19, 2015 1:26 AM

 in response to [Venkata Raghavan](#)

Hi Venkata,

Thanks for your reply.

I am using a CallMessageMask of CALL_QUEUED_MASK | CALL_DEQUEUED_MASK | CALL_DELIVERED_MASK | CALL_DIVERTED_MASK | CALL_CLEARED_MASK | CALL_FAILED_MASK

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The agent state mask is LOGIN | LOGOUT | NOT_READY | AVAILABLE | TALKING | WORK | TALKING_PENDING_WORK | TALKING_PENDING_NOT_READY | RESERVED.

The problem isn't that I'm not getting the agent states it is that the agent state doesn't change when the operator manually dials an outbound call. There doesn't seem to be any indication provided that the operator is actually on a call.


Many thanks

Peter



[Venkata Raghavan](#) 19 posts since Jul 10, 2011

Re: UCCX 9 Agent State is Not Ready on Outbound Call Aug 19, 2015 1:36 AM

 in response to [Peter Jenkins](#)

Hi,

You mentioned about some application that dials out outbound calls? Or is it the agents themselves dialing out ?

What line is used to dial out? Are they using "primary extension" to dialout or secondary? CUCM End users should have Primary/IPCC Extension configured on the devices used to dial out.



[Peter Jenkins](#) 6 posts since Dec 16, 2014

Re: UCCX 9 Agent State is Not Ready on Outbound Call Aug 19, 2015 2:19 PM

 in response to [Venkata Raghavan](#)

Hi Venkata,


My testing to date has been done by manually dialling using the dial pad of CAD. We have also written another application that uses UCCX CTI to automate the dialling process from a third party app. I will expand the call mask today and see if I start to get call information when making an outbound call at least.

Peter



[Peter Jenkins](#) 6 posts since Dec 16, 2014

Re: UCCX 9 Agent State is Not Ready on Outbound Call Aug 19, 2015 7:37 PM

 in response to [Peter Jenkins](#)

Hi Venkata,

I expanded the call message mask today and I can now see the outgoing calls made the agents. I can use this information to track activity even though their state remains NOT_READY. Thanks for the suggestion to check the mask. I forgot I had trimmed it down to just information about queued calls only.

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It would be good though if UCCX provided a TALKING_OUT state or something similar. It would save a lot of coding.


Much appreciated.

Pete



[Rhony Francois](#) 1 posts since Nov 8, 2016

Re: UCCX 9 Agent State is Not Ready on Outbound Call Dec 2, 2016 8:59 AM

 in response to [Peter Jenkins](#)


Hi Peter Jenkins,

I just would like to know how did you achieve that. I have the exact requirement for my call center. The supervisor needs to track live when an agent is making an outgoing call from their primary IPCC extension. Can you please let me know exactly what you do?



[Venkata Raghavan](#) 19 posts since Jul 10, 2011

Re: UCCX 9 Agent State is Not Ready on Outbound Call Dec 6, 2016 7:14 PM

 in response to [Peter Jenkins](#)

Hi Peter,

Apart from call events, another way to track that an outbound call is made by an agent is to look at callType of CallDataUpdate event. I think this event is the first event fired before BeginCallEvent. calotype 9 means CALOTYPE _OUT(Outbound call) as per CTI protocol guide, which you can refer.

```
Dec 07 08:24:27.479 IST %MIVR-ICD_CTI-7-UNK:EventHandler: posting {CALL_DATA_UPDATE_EVENT:
Socket:Socket: null monitoredDeviceDN:null, connectionCallID: 17362217, newConnectionCallID:
17362217, callType: 9, connectionDeviceID: , newConnectionDeviceID: , ani: null, callerEnteredDigits: null,
accountNumber: null, wrapupData: null, callVar1: null, callVar2: null, callVar3: null, callVar4: null, callVar5: null,
callVar6: null, callVar7: null, callVar8: null, callVar9: null, callVar10: null } to outboundQ
```

Regards,

Venkat