

Using CTI server protocol set agent...



Huy Phan 6 posts since Oct 28, 2014

Using CTI server protocol set agent state not-ready with reason code Dec 29, 2016 11:39 AM

I have an application that uses the cti server protocol to log the agent into the ACD and set the agent state using SET_AGENT_STATE_REQ message. The question here is how do I send the reason code using this protocol so Finesse see the reason code the same way as Finesse instead of seeing it as -1 even when I can see from the cti server protocol the same agent state event message with the reason code to the reason code I have defined in UCCX.

We've defined the reason codes for not-ready and using the REST API I can see the reason codes defined as follows:

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<ReasonCodes category="NOT_READY">
  <ReasonCode>
    <uri>/finesse/api/ReasonCode/1</uri>
    <category>NOT_READY</category>
    <code>71</code>
    <label>LUNCH</label>
    <forAll>>false</forAll>
  </ReasonCode>
  <ReasonCode>
    <uri>/finesse/api/ReasonCode/2</uri>
    <category>NOT_READY</category>
    <code>72</code>
    <label>IN MEETING</label>
    <forAll>>false</forAll>
  </ReasonCode>
  <ReasonCode>
    <uri>/finesse/api/ReasonCode/3</uri>
    <category>NOT_READY</category>
    <code>73</code>
    <label>TRAINING</label>
    <forAll>>false</forAll>
  </ReasonCode>
</ReasonCodes>
```

If I use the REST API and send the following PUT command

```
<User>
<state>NOT_READY</state>
<reasonCodeId>1</reasonCodeId>
```

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</User>

I can see the server protocol send me an agent state event where the agentState = not-ready and the EventReasonCode=71 and when I query the user using REST api I can the following

<User>

```
<dialogs>/finesse/api/User/cons8510/Dialogs</dialogs>
<extension>8510</extension>
<firstName>Console</firstName>
<lastName>8510</lastName>
<loginId>cons8510</loginId>
<loginName>cons8510</loginName>
<mediaType>1</mediaType>
<pendingState></pendingState>
<reasonCode>
  <category>NOT_READY</category>
  <code>71</code>
  <forAll>false</forAll>
  <id>1</id>
  <label>LUNCH</label>
  <uri>/finesse/api/ReasonCode/1</uri>
</reasonCode>
<reasonCodeId>1</reasonCodeId>
<roles>
  <role>Agent</role>
</roles>
<settings>
  <wrapUpOnIncoming></wrapUpOnIncoming>
</settings>
<state>NOT_READY</state>
<stateChangeTime>2016-12-29T19:29:59.896Z</stateChangeTime>
<teamId>3</teamId>
<teamName>MN Team 1</teamName>
<uri>/finesse/api/User/cons8510</uri>
```

</User>

Note that I see the code = 71 and the category is NOT_READY but if I use the CTI server protocol to send the reason code 71 I get the same agent state event agent state = not-ready and the eventReasonCode=71 but when I query the user using REST API I get the following

<User>

```
<dialogs>/finesse/api/User/cons8510/Dialogs</dialogs>
<extension>8510</extension>
<firstName>Console</firstName>
<lastName>8510</lastName>
<loginId>cons8510</loginId>
```

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```
<loginName>cons8510</loginName>
<mediaType>1</mediaType>
<pendingState></pendingState>
<reasonCodeId>-1</reasonCodeId>
<roles>
  <role>Agent</role>
</roles>
<settings>
  <wrapUpOnIncoming></wrapUpOnIncoming>
</settings>
<state>NOT_READY</state>
<stateChangeTime>2016-12-29T19:34:10.245Z</stateChangeTime>
<teamId>3</teamId>
<teamName>MN Team 1</teamName>
<uri>/finesse/api/User/cons8510</uri>
</User>
```

Note the reason code id is -1 instead of 71.

Tags: [cti](#), [server](#), [cti_protocol_version](#)



[Denise Kwan](#) 1,289 posts since Jun 2, 2015

Re: Using CTI server protocol set agent state not-ready with reason code Jan 3, 2017 10:40 AM

Hi,

Moving this thread to the CCX CTI protocol forum.

Finesse maintains the reason codes in its own database. If I am remembering correctly, you cannot set NR with a reason code via CTI Server messages.

Thanx,
Denise



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

Re: Using CTI server protocol set agent state not-ready with reason code Jan 4, 2017 1:33 AM

Hi Huy,

When your application sends a SET_AGENT_STATE_REQ with state as Not_Ready and with some reason code, UCCX responds with Agent_State_Event with the Not_Ready reason code. However the subsequent query(CTIQueryAgentStateReq) will not return you the previously set Not_Ready reason code in the response.

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UCCX CTISvr is stateless with respect to reason codes and subsequent queries will not return reason codes. Not_Ready Reason codes are transaction specific. i.e they are valid for one state change to Not_Ready.

Hope this clarifies.

Regards,
Venkat



[Huy Phan](#) 6 posts since Oct 28, 2014

Re: Using CTI server protocol set agent state not-ready with reason code Jan 4, 2017 6:45 AM


 in response to [Venkata Raghavan](#)

What I don't understand is, when Finesse changes the agent state my application also received the Agent state event with the reason code so I'm assuming also that Finesse do received the Agent state event from CTIServer with the reason code when my application change the agent state with the reason code, so why does it needs to call CTIQueryAgentStateReq to get the agent state when it already received the agent state event from CTIServer. Is the agent state event not reliable so the application has to call query agent state everytime when we received the agent state event?



[Denise Kwan](#) 1,289 posts since Jun 2, 2015

Re: Using CTI server protocol set agent state not-ready with reason code Jan 4, 2017 8:59 AM

 in response to [Huy Phan](#)

Hi,

Like I stated earlier, the reason codes are maintained by Finesse in its database and therefore you must use the Finesse APIs to set the not ready with reason code.

Thanx,
Denise