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SIP Server Deployment Guide

No-Answer Supervision: After Routing Timeout Action

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Starting with SIP Server release 8.1.102.01, you can define SIP Server's default action for setting the state of an agent who was not able to answer the routed call before the **after-routing-timeout** expired. Enable this feature with the new configuration option **after-routing-timeout-action** or the AFTER_ROUTING_TIMEOUT_ACTION key in AttributeExtensions of TRouteCall.

Use the **agent-no-answer-timeout** option with the corresponding action specified by the **agent-no-answer-action** option to control direct calls to an agent.

Important

Using No-Answer Supervision when the **divert-on-ringing** configuration option is set to false does not require the value of no-answer timeout options to be smaller than the value of the **after-routing-timeout** option. The value of no-answer timeout options can be bigger than the value of the **after-routing-timeout** option.

Support in Multi-Site Deployments

Starting with SIP Server release 8.1.102.38, this feature is supported in multi-site deployments. If the original site is configured with the **divert-on-ringing** option set to false, but the routing destination resides at another site, this feature is supported only if SIP Server stays in the signalling path (**oosp-transfer-enabled** = false).

When configured, the after-routing-timeout action is performed at the SIP Server site of the call routing destination.

If **after-routing-timeout** is in progress and a caller ends the call, neither **agent-no-answer-action** nor **no-answer-action** is performed, and an agent state will not be changed.

The **after-routing-timeout-action** option configured at the site where the TRouteCall request is processed has higher priority than the **agent-no-answer-action** and **no-answer-action** parameters at the destination site.

Feature Configuration

Single-site deployments:

- To enable the feature in single-site deployments, either configure the **after-routing-timeout-action** option at the SIP Server Application level, or set (in a routing strategy) the AFTER_ROUTING_TIMEOUT_ACTION key extension in TRouteCall. The key extension setting takes priority.

Multi-site deployments:

- To enable the feature in multi-site deployments, do one of the actions described for single-site deployments. If configuring **after-routing-timeout-action**, set it at the SIP Server Application that processes TRouteCall requests.

after-routing-timeout-action

Setting: **TServer** section, Application level

Default Value: none

Valid Values:

- none—SIP Server takes no action.
- notready—When an agent is logged in to a routing destination that does not answer the call, SIP Server sets this agent to NotReady state.
- logout—When an agent is logged in to a routing destination that does not answer the call, SIP Server logs this agent out.

Changes Take Effect: For the next call

Defines SIP Server's default action if the **after-routing-timeout** expires. If **after-routing-timeout** is disabled (set to 0), then SIP Server ignores the **after-routing-timeout-action** value.

When you set this option to a valid non-default value, it takes priority over the **agent-no-answer-action** and **no-answer-action** parameters, which are not applied to an agent logged in to a routing destination if the **after-routing-timeout** expires. In addition, none of the following parameters are applied if the **after-routing-timeout** is in progress: **agent-no-answer-overflow**, **no-answer-overflow**, or **extn-no-answer-overflow**.

after-routing-timeout

Setting: **TServer** section, Application level

Default Value: 10

Valid Values: Any integer

Changes Take Effect: For the next call

Specifies the length of time, in seconds, that SIP Server waits before diverting the call from the Routing Point DN to the destination DN after TRouteCall was processed. If the call is not diverted before the specified number of seconds, the EventError message is issued, containing the Reference ID of the TRouteCall request.

Set the value of the option to 0 (zero) to disable this functionality.

AttributeExtensions

Key: **AFTER_ROUTING_TIMEOUT_ACTION**

Type: String

Values:

- none—SIP Server takes no action.
- notready—When an agent is logged in to a routing destination that does not answer the call, SIP Server sets this agent to NotReady state.
- logout—When an agent is logged in to a routing destination that does not answer the call, SIP Server

logs this agent out.

Requests: TRouteCall

If set, the value of this key overrides any value set in the **after-routing-timeout-action** configuration option for the current call.

Feature Limitations

- The after-routing-timeout action is not supported at destinations where there are no agents logged in.
- The after-routing-timeout action is not supported for Shared Call Appearance or Hunt Groups.
- In case of a SIP Server switchover, the **after-routing-timeout** timer is restarted at the new primary SIP Server.