

# IP IVR Fails to Route Calls from the ICM – Script Name Issue

Document ID: 50114

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## Introduction

The document describes one reason why the IP Interactive Voice Response (IVR) fails to route the call from the Cisco Intelligent Contact Management (ICM) to the Cisco Customer Response Solutions (CRS) in a Cisco IP Contact Center (IPCC) environment.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco ICM
- Cisco CallManager
- Cisco CRS

### Components Used

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

- Cisco ICM version 4.6.2 and 5.x
- Cisco CallManager version 3.x
- 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.

# Background Information

The Cisco CRS system uses the ICM subsystem to communicate with Cisco ICM. Cisco IPCC uses Cisco ICM to manage call distribution across sites and call-processing environments.

Cisco User to User (UU) script design does not handle complete calls. UU provides different call-handling instructions to the Cisco CRS server, which executes the instructions sequentially. For example, the VRU scripts can play a prompt or acquire dual tone multi-frequency (DTMF) values.

The VRU scripts run when the Cisco ICM sends a Run VRU Script request to the Cisco CRS system. Cisco ICM uses a Run VRU Script for the Run External Script node in an ICM script. Before the Cisco ICM can call a VRU script, you must configure and upload the script to the Repository.

## Problem

A call is routed to the Cisco IP IVR through the Run VRU Script for the Run VRU Script node in the Cisco ICM version 4.6.x or the Run External Script node in the Cisco ICM version 5.x. The call is queued, and awaits for an agent to become available. However, the call is never pulled out of queue and routed to an agent when one becomes available. Here is the call flow:

1. The Cisco ICM sends the call to the Cisco IP IVR.
2. The Cisco IP IVR fails to queue the call.
3. The Cisco IP IVR drops the call and caller receives a busy signal.

## Solution

This is a configuration issue. Examine the VRUCAP log located in the `c:\icr\<cust_inst>\pgxx\vrucap` directory, after you run the VRUTRACE utility. The log shows the specified script with the name `BasicQ.aef` is invalid or unknown, as shown in bold:

```
13:53:51.421: PG->VRU: Service Control Message (= Message Type 47);
Message Length 58 bytes
Run Script Req (= Subtype 7); DialogueID: (27) 0000001b;
  SendSeqNo: (1)00000001
  Invoke ID: (1) 00000001
  Script Name: BasicQ.aef
  Script Configuration:
  ANI: 7001
  CED:
  Call Variable 1:
  Call Variable 2:
  Call Variable 3:
  Call Variable 4:
  Call Variable 5:
  Call Variable 6:
  Call Variable 7:
  Call Variable 8:
  Call Variable 9:
  Call Variable 10:
13:53:51.421: VRU->PG: Service Control Message (= Message Type 47);
Message Length 20 bytes
Dialogue Failure Conf (= Subtype 11); DialogueID: (27) 0000001b;
  SendSeqNo: (2)00000002
  Invoke ID: (1) 00000001
  Error Code: The Script ID Specified is invalid or unknown (29)
13:53:51.421: ??-->?: Service Control Message (= Message Type 47);
Message Length 16 bytes
Dialogue Failure Event (= Subtype 12); DialogueID: (27) 0000001b;
```

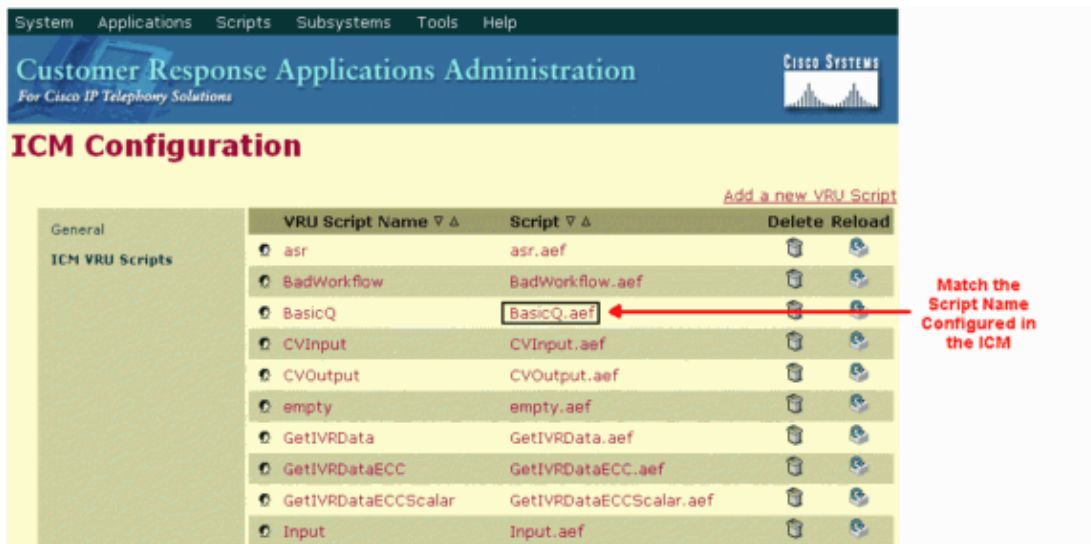
SendSeqNo: (2)00000002  
Error Code: **Unspecified Failure (15)**

**Note:** The customer instance and pgxx are customer-specific. For example, if the customer is XYZ and the PG is PG1A, the subdirectory is c:\icr\xyz\pg1a\vrucap.

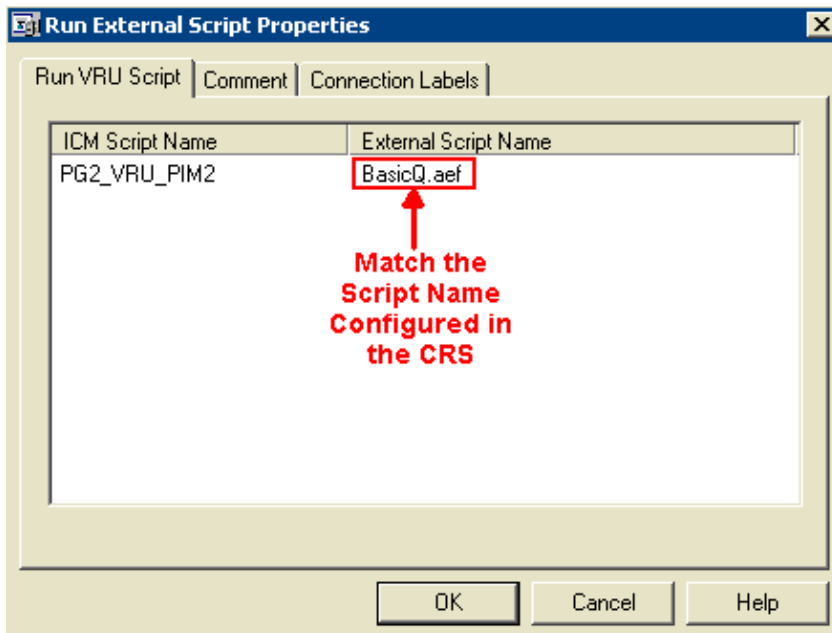
The Cisco IP IVR does not know the script name in the Run VRU Script for the Run VRU Script node in Cisco ICM version 4.6.x or the Run External Script node in the Cisco ICM version 5.x. Therefore, the dialogue fails and the call remains in the queue. Verify whether the script exists in the Cisco IP IVR.

In order to fix this problem, change the script name in the Cisco IP IVR (see Figure 1) to match the script name in the Run VRU Script node in the Cisco ICM version 4.6.x or the Run External Script node in the Cisco ICM version 5.x (see Figure 2).

**Figure 1** Change the Script Name in the Cisco IP IVR



**Figure 2** Script Name in the Cisco IP IVR Must Match the Script Name in the Run VRU/External Script Node



## Related Information

- [How to Use the vrutrace Utility](#)
  - [Technical Support & Documentation – Cisco Systems](#)
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Updated: Jun 01, 2005

Document ID: 50114

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