

CVP Survivability TCL support with High Availability

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Overview

Call survivability features are supported in Cisco Unified Border Element (CUBE) high availability mode for all active calls handled by Cisco Voice Portal (CVP).

Contact Center Deployments use call survivability TCL script on CUBE to provide basic Call survivability services when downstream CVP nodes are not reachable. From Cisco IOS Release 15.6(2)T onwards, call survivability features are supported in CUBE High Availability mode. Post switchover, all events received on the calls handled by CVP are posted to Call Survivability TCL application for further processing. Thus, call survivability features are supported in CUBE high availability mode for all active calls handled by CVP.

For more information on CVP Call Survivability TCL, refer to http://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/customer_voice_portal/cvp9_0/configuration/guide/cvp-configuration-and-administration-guide.pdf

Feature Information

The following table provides release information about the feature or features described in this module. This table lists only the software release that introduced support for a given feature in a given software release train. Unless noted otherwise, subsequent releases of that software release train also support that feature.

Use Cisco Feature Navigator to find information about platform support and Cisco software image support. To access Cisco Feature Navigator, go to www.cisco.com/go/cfn. An account on Cisco.com is not required.

Table 1: Feature Information for CVP Survivability TCL support with High Availability

Feature Name	Releases	Feature Information
CVP Survivability TCL support with High Availability	Baseline Functionality	This feature enables CUBE support call survivability features in CUBE high availability mode for all active calls handled by CVP.

Prerequisites

CVP survivability TCL application is configured on incoming dial-peer.

Restrictions

- If there is a courtesy callback (CCB) registered with CVP, then post switchover, CCB is not supported.
- Only call survivability TCL script is supported with CUBE high availability. Other TCL based services are not supported.
- Only the active calls will be check pointed. (Calls which are connected - 200OK / ACK transaction completed). Calls in transition state will not be check pointed.

Recommendations

Configure TCP session transport for the SIP trunk between CUBE and CVP.

Configure CVP Survivability TCL support with High Availability

Existing configuration of applying the survivability TCL applicationon incoming dial-peer is sufficient. No additional configuration required.