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SIP Server Deployment Guide

Improved presentation of multiple routing attempts in historical reporting

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Improved presentation of multiple routing attempts in historical reporting

With this enhancement, SIP Server provides additional information for historical reporting for the environment where **divert-on-ringing** is set to `false` and for call flows when a call is not answered by the first agent and must be distributed from a Routing Point multiple times.

In single-site routing scenarios, SIP Server generates `EventReleased` with `AttributeCallState=7` (NoAnswer) for an unanswered party when the **after-routing-timeout** expires. Previously, SIP Server generated `EventReleased` with `AttributeCallState=22` (Redirected).

To enable this feature in multi-site deployments, set the **sip-server-inter-trunk** configuration option to `true` on the Trunk DNs that are used to connect SIP Servers on different sites.

To retain the previous SIP Server behavior (prior to version 8.1.102.13), set the Application-level **enable-legacy-reporting** configuration option to `true`.

enable-legacy-reporting

Setting: **TServer** section, Application level

Default Value: `false`

Valid Values: `true`, `false`

Changes Take Effect: On the next call

Enables backward compatibility for reporting `AttributeCallState` that SIP Server distributes in `EventReleased` for an unanswered routing target party in single-site routing scenarios.

- If set to `true`, SIP Server distributes `EventReleased` with `AttributeCallState=22` (Redirected).
- If set to `false`, SIP Server distributes `EventReleased` with `AttributeCallState=7` (NoAnswer).

Feature Limitations

In multi-site deployments, this feature works only with the **route** ISCC transaction type.