Agent Login and Logoff

Friday, January 04, 2013
10:13 AM

Our issues seem to stem from the AGENTLOGIN event hitting the system at the same second as the AGENTLOGOFF event from the previous session.

The following are extracted from debug file and are placed in order next to each other, these are ONLY those logins that had the AGENTLOGOFF and AGENTLOGIN happen on the same second:

Here the agent login beat the logoff event and resulted in a call stuck in queue
[Dec 3 09:10:36] DEBUG[28088] manager.c: Examining event:
Event: Agentlogin
Privilege: agent,all
Agent: 2471
Channel: SIP/hq-ast-v06-user-000043ef
Uniqueid: 1354547413.31185
[Dec 3 09:10:36] DEBUG[28088] manager.c: Examining event:
Event: Agentlogoff
Privilege: agent,all
Agent: 2471
Logintime: 3950
Uniqueid: 1354543471.29911

Here the agent login beat the logoff event and resulted in a call stuck in queue
[Dec 3 09:10:36] DEBUG[28088] manager.c: Examining event:
Event: Agentlogin
Privilege: agent,all
Agent: 1513
Channel: SIP/hq-ast-v06-user-000043f2
Uniqueid: 1354547423.31188
[Dec 3 09:10:36] DEBUG[28088] manager.c: Examining event:
Event: Agentlogoff
Privilege: agent,all
Agent: 1513
Logintime: 7860
Uniqueid: 1354539571.29356

Here the agent logoff beat the login event and resulted in NO call stuck in queue
[Dec 3 09:12:17] DEBUG[28088] manager.c: Examining event:
Event: Agentlogoff
Privilege: agent,all
Agent: 2357
Logintime: 2268
Uniqueid: 1354545238.30380
[Dec 3 09:12:17] DEBUG[28088] manager.c: Examining event:
Event: Agentlogin
Privilege: agent,all
Agent: 2357
Channel: SIP/hq-ast-v06-user-00004411
Uniqueid: 1354547518.31241

From my gathering, there is only an issue when the AGENTLOGIN event beats the AGENTLOGOFF event from the previous agent session.