

SIP Termination Code

Connect = Ringing

Contacted = pickup signal [D_VOICE]

pick up by customer

Distribute to Agent

Present

- RPC - Already paid
- RPC - Call back
- RPC - Hang Up
- RPC - Fraud / Cheating
- RPC - Promise to Pay 1
- RPC - Promise to Pay 2
- RPC - Refused to Pay

Unpresent

- TPC - Call back
- TPC - Fraud / Cheating
- TPC - Hang Up
- TPC - Message Left
- TPC - Wrong Number / No Longer Used
- TPC - Deceased / Kons sudah meninggal

Drop by Agent (Dur <=3 second)

D_AGENTABANDONED (22)

- SIP : 200 OK
- ISUP : 16 - Normal Call Clearing

Not Distribute to Agent

Drop by Customer

D_ABANDONED (19 + 20)

- SIP : 200 OK
- ISUP : 16 - Normal Call Clearing

Drop by System NC

D_SYABANDONED (21)

No Tested Yet

pick up by machine

Mailbox

Voicemail auto record

D_ANSMACHINE(4)

- SIP : 200 OK
- Belum bisa di bedakan dgn Call Normal

Ring No Answer (RNA)

Disconnect (Busy tone)

no answer

D_NOANSWER (3)

- SIP : 480 - Temporary Unavailable
- ISUP : 19 - No Answer from the user

Voicemail not auto record

Mailbox

D_NOANSWER (3)

- SIP : 480 - Temporary Unavailable
- ISUP : 19 - No Answer from the user

Forward to other number

LOOP-AGAIN (10 + 11)

Go to connect/unconnect

Reject

Disconnect (Busy tone)

Reject

D_REJECT (13)

- SIP : 403/603 - Forbidden / Decline
- ISUP : 21 - Call Rejected

Voicemail not auto record

Mailbox

D_NOANSWER (3)

- SIP : 480 - Temporary Unavailable
- ISUP : 19 - No Answer from the user

Forward to other number

LOOP-AGAIN (10 + 11)

Go to connect/unconnect

On Other Call

Disconnect (Busy tone)

busy

D_BUSY (12)

- SIP : 486
- ISUP : 17

Voicemail not auto record

Mailbox

D_NOANSWER (3)

- SIP : 480 - Temporary Unavailable
- ISUP : 19 - No Answer from the user

Forward to other number

LOOP-AGAIN (10 + 11)

Go to connect/unconnect

Call-Waiting

Switch beetwen Call

Goto Contacted

Teleconference

Goto Contacted

Unconnected = No Ringing

Invalid

Wrong Number

Invalid Number

D_INVALIDNO(7)

- SIP : 487 - Request Terminate
- ISUP : Null

Expired Number

Invalid Number

D_INVALIDNO(7)

- SIP : 487 - Request Terminate
- ISUP : Null

Fax

Invalid Number

D_FAX(9)

- SIP : 487 - Request Terminate
- ISUP : 16 - Normal Clearing

Inactive Phone

Switch off/Not reachable/Technical Issues

D_INACTIVE (5 + 8)

- SIP : 480 - Temporary Unavailable
- ISUP : 41 - Temporary Failure

Out Of Coverage Area

Switch off/Not reachable/Technical Issues

D_OUTOFCOVERAGEAREA (6)

- SIP : 503 - Service Unavailable
- ISUP : 38 - Network out of order

Valid

Trunk Failure

Switch off/Not reachable/Technical Issues

Operator

D_OPERATOR_FAILURE (14 + 16 + 17 + 18)

- SIP : 500 - Server Internal Error(500)
- SIP : 502 - Bad Gateway(502)
- SIP : 488 - Not Acceptable Here(488)

Provider

D_PROVIDER_FAILURE (15)

- SIP : 400 - Bad Request(400)
- SIP : 501 - Not Implemented(501)

NewCenterix

D_SYABANDONED (21)

No Tested Yet

No Tested Yet

Voicemail not auto record

Mailbox

D_NOANSWER (3)

- SIP : 480 - Temporary Unavailable
- ISUP : 19 - No Answer from the user

Direct Forward to other number

LOOP-AGAIN (10 + 11)

Go to connect/unconnect