

IVR - Remote IVR not submitting callbacks

PROBLEM

Remote callbacks are not being submitted to SQL and thus are not processed.

SYMPTOMS

Despite the IVRInbound log showing the callback being submitted successfully, it never gets written to the SQL table and will not be offered to an agent as a result.

CAUSE

This is due to the data not being properly processed by MSMQ on the Enterprise server.

When the IVRInbound Service sends the Callback request to the Enterprise server, it's filed in MSMQ anonymously.

However, in the new MSMQ 4 introduced in the newer versions of Windows, the ANONYMOUS permission is not always added. This can be due to it being installed in a WORKGROUP or if HTTP Support is enabled or other factors.

RESOLUTION

1. On the enterprise server, browse to **Computer Management**.
2. Expand **Services and Applications**.
3. Expand the **Message Queuing**.
4. Expand the **Private Queues**.
5. Right click on the **inboundivrdataserver** and go to **properties**.
 - **NOTE:** As of Version **7.1.3.0** the **inboundivrdataserver** has been renamed to **routerdataserver**
 - **NOTE:** As of Version **8.0.0.0** the **inboundivrdataserver** has been renamed to **routerinbound_queue**
6. Go to the **Security** tab and add **Anonymous**. It will default to Send privileges which is correct.
7. Do the same for the following queues; **callbackrequestqueue**, **ialarmdatareciever** and **telephonymessagingqueue**
 - **NOTE:** As of Version **7.1.3.0** the **telephonymessagingqueue** no longer exists.
8. Callbacks should now be submitted correctly.

APPLIES TO

Remote IVR

Keywords: remote IVR callback SQL MSMQ submitted

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