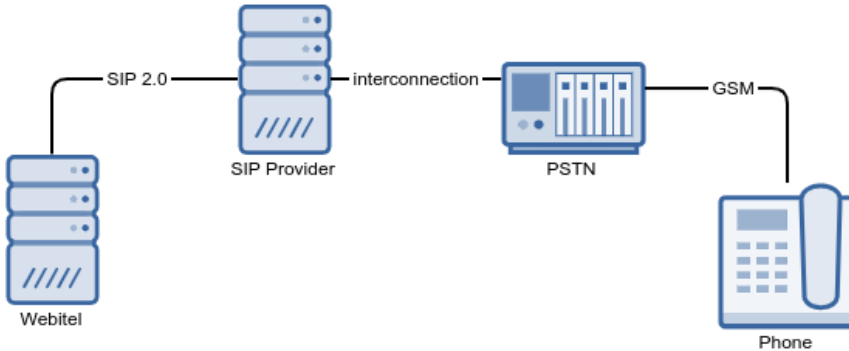


# Коды завершения вызова

Телефония Webitel работает по протоколу SIP 2.0 . Звонок к абоненту проходит через подключенного к webitel SIP провайдера и Телефонную сеть общего назначения.



На сервер Webitel приходят ответы от SIP провайдера, который может по разному интерпретировать ответы из телефонной сети общего назначения. Рассмотрим на примере (нет ответа, вызов отклонен, "абонент разговаривает" и "абонент вне зоны доступа") звонок абоненту через SIP провайдеров Intertelecom и Vega на мобильный номер Lifecell.

## Нет ответа

- Intertelecom: [SIP 480 Temporarily Unavailable](#)
- Vega: [SIP 487 Request Terminated](#)

### Intertelecom:

```
185.9.43.46:5080 195.128.182.62:5060
06:50:29.855034 INVITE (SDP) ->
+0.012419 401 Unauthorized <-
06:50:29.867453 ACK <-
+0.000163 INVITE (SDP) ->
06:50:29.867616 100 Trying <-
+0.000327 INVITE (SDP) ->
06:50:29.867943 183 Session progress (SDP) <-
+0.011905 RTP (g711a) 2851 22298 <- 51168
06:50:29.879848 RTP (g711a) 2845 22298 -> 51168
+3.891897 480 Temporarily Unavailabl <-
06:50:33.771745 ACK <-
06:50:33.893215
+57.108819
06:51:30.880564
+0.000233
06:51:30.880797

SIP/2.0 480 Temporarily Unavailable
Call-ID: de6a9aa6-990c-1239-b0af-005056040431
Via: SIP/2.0/UDP 185.9.43.46:5080;rport=5080;branch=z9hG4bK2Kv1H32c4tmgj
From: "Vitaly Kovalyshyn" <sip:10004057@sip.intertelecom.ua>;tag=84aH14e6e7Q2j
To: <sip:0636159079@sip.intertelecom.ua>;tag=d9d90b83
CSeq: 27682523 INVITE
Max-Forwards: 69
Server: Smile CTI Server UDPn
Contact: <sip:0636159079@sip.intertelecom.ua>
Content-Length: 0
```

### Vega:

```

185.9.43.45:5060          93.178.205.61:5060
SIP/2.0 487 Request Terminated
Via: SIP/2.0/UDP 185.9.43.45;received=185.9.43.45;branch=z9hG4bKvgeX8eZQSX01B;rport=5060
From: "Webitel" <sip:38032232775@185.9.43.45>;tag=8y3rc4mNfp5Hc
To: <sip:380636159079@vg8.vegatele.com>;tag=SD1bite99-keh2rbb2dc
Call-ID: a0886774-990a-1239-b0af-005056040431
CSeq: 27682041 INVITE
Reason: Q.850;cause=19;text="No answer from user (user alerted)"
Content-Length: 0

06:34:27.038070          <-- INVITE (SDP)
+0.002146
06:34:27.040216          <-- 100 Trying
+2.337850
06:34:29.378066          <-- 183 Session Progress (SDP)
+0.758883
06:34:30.136949          <-- 180 Ringing
06:34:30.151089          RTP (g711a) 2840
+56.895691              19506 <-- 10884
06:35:27.032640          <-- CANCEL
+0.002693
06:35:27.035333          <-- 200 OK
+0.000818
06:35:27.036151          <-- 487 Request Terminated
+0.000124
06:35:27.036275          <-- ACK

```

В статистике Webitel эти коды будут записаны:

04.11.2020, 0 8:34:27	38032232775 7	38063615907 9	60	0	NO_ANSWER	send_cancel
04.11.2020, 0 8:48:51	38032232775 7	38063615907 9	13	0	NORMAL_UNSPECIFIED	recv_refuse sip:480

## ВЫЗОВ ОТКЛОНЕН

- Intertelecom: [SIP 603 Decline](#)
- Vega: [SIP 486 Busy Here](#)

Intertelecom:

```

185.9.43.46:5080          195.128.182.62:5060
SIP/2.0 603 Decline
Call-ID: 79562b99-990c-1239-b0af-005056040431
Via: SIP/2.0/UDP 185.9.43.46:5080;rport=5080;branch=z9hG4bK6HBD443N3FrNg
From: "Vitaly Kovalyshyn" <sip:10004057@sip.intertelecom.ua>;tag=SDZ8Sj131FU5S
To: <sip:0636159079@sip.intertelecom.ua>;tag=f1bad74a
CSeq: 27682439 INVITE
Max-Forwards: 69
Server: Smile CTI Server UDpN
Contact: <sip:0636159079@sip.intertelecom.ua>
Content-Length: 0

06:47:40.271217          <-- INVITE (SDP)
+0.011928
06:47:40.283145          <-- 401 Unauthorized
+0.000158
06:47:40.283303          <-- ACK
+0.000270
06:47:40.283573          <-- INVITE (SDP)
+0.011596
06:47:40.295169          <-- 100 Trying
+3.098036
06:47:43.393205          <-- 183 Session progress (SDP)
06:47:43.406098          RTP (g711a) 859
17872 <-- 64828
RTP (g711a) 859
06:47:43.506996          17872 <-- 64828
+17.301644
06:48:00.694849          <-- 603 Decline
+0.000205
06:48:00.695054          <-- ACK

```

Vega:

```

185.9.43.45:5060          93.178.205.61:5060
SIP/2.0 486 Busy Here
Via: SIP/2.0/UDP 185.9.43.45;received=185.9.43.45;branch=z9hG4bK265HKH4c8j6HH;rport=5060
From: "Webitel" <sip:38032232775@185.9.43.45>;tag=0Q2BQD999Bvj
To: <sip:380636159079@vg8.vegatele.com>;tag=SDqacke99-c4uxr7hjn4
Call-ID: ef46f306-990b-1239-b0af-005056040431
CSeq: 27682322 INVITE
Reason: Q.850;cause=17;text="User busy"
Content-Length: 0

06:43:48.661224          <-- INVITE (SDP)
+0.002481
06:43:48.663705          <-- 100 Trying
+2.476694
06:43:51.140399          <-- 183 Session Progress (SDP)
+0.885006
06:43:52.025405          <-- 180 Ringing
06:43:52.054581          RTP (g711a) 148
+2.986780              31234 <-- 11790
06:43:55.012185          <-- 486 Busy Here
+0.000140
06:43:55.012325          <-- ACK

```

В статистике Webitel эти коды будут записаны:

04.11.2020, 08:47:40	1000	0636159079	20	0	CALL_REJECTED	17	recv_refuse	sip:603
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Call start time	Direction	Caller number	Destination number	Extension	Duration	Bill, sec	Hangup cause	queue name	gateway	talksec	variables.md_cause	variables.md_result	disposition	webitel_acc_schema_name	transfer_disposition	variables.transfer_source	variables.poto_specific_hangup_cause
04.11.2020, 08:43:48	outbound	1000	0636159079	1000	7	0	NORMAL_CLEARING						send_refuse	Ukraine			
04.11.2020, 08:43:48		380322327757	380636159079		6	0	USER_BUSY						recv_refuse				sip:486

"абонент разговаривает", "абонент вне зоны доступа" и "номер недействителен"

- Intertelecom: [SIP 480 Temporarily Unavailable](#)
- Vega: [SIP 480 Temporarily Unavailable](#)

Intertelecom:

```

185.9.43.46:5080          195.128.182.62:5060
06:52:01.035802          INVITE (SDP)
+0.011700                >
06:52:01.047502          401 Unauthorized
+0.000128                <
06:52:01.047630          ACK
+0.000218                >
06:52:01.047848          INVITE (SDP)
+0.012708                >
06:52:01.060556          100 Trying
+1.180728                <
06:52:02.241284          183 Session progress (SDP)
06:52:02.260914          RTP (g711a) 2951
16156 <-----> 52244
RTP (g711a) 2946
06:52:02.364101          16156 -----> 52244
+59.115939              480 Temporarily Unavailable
06:53:01.357223          <
+0.000163                ACK
06:53:01.357386          >

SIP/2.0 480 Temporarily Unavailable
Call-ID: 14c3b173-990d-1239-b0af-005056040431
Via: SIP/2.0/UDP 185.9.43.46:5080;rport=5080;branch=z9hG4bKv0ZrH6ea0v92m
From: "Vitaly Kovalyshyn" <sip:10004057@sip.intertelecom.ua>;tag=2Q4ZNjX8ZQ2tN
To: <sip:0636159079@sip.intertelecom.ua>;tag=38cc9bba
CSeq: 27682569 INVITE
Max-Forwards: 69
Server: Smile CTI Server UDPn
Contact: <sip:0636159079@sip.intertelecom.ua>
Content-Length: 0

```

Vega:

```

185.9.43.45:5060          93.178.205.61:5060
06:48:51.314110          INVITE (SDP)
+0.002485                >
06:48:51.316595          100 Trying
+0.182015                <
06:48:51.498610          183 Session Progress (SDP)
+0.000041                <
06:48:51.498651          183 Session Progress
06:48:51.563378          RTP (g711a) 624
+12.535665              21486 <-----> 11374
06:49:04.034216          480 Temporarily Unavailable
+0.000148                <
06:49:04.034464          ACK
06:49:04.034464          >

SIP/2.0 480 Temporarily Unavailable
Via: SIP/2.0/UDP 185.9.43.45;received=185.9.43.45;branch=z9hG4bK3FZaNCNg5Uv4c;rport=5060
From: "Webitel" <sip:380322327757@185.9.43.45>;tag=985a7009Fv4ta
To: <sip:380636159079@vg8.vegatele.com>;tag=SD3shn199-h7y2f13p3r
Call-ID: a3ae2052-990c-1239-b0af-005056040431
CSeq: 27682473 INVITE
Reason: Q.850;cause=31;text="Normal, unspecified"
Content-Length: 0

```

В статистике Webitel эти коды будут записаны:

04.11.2020, 08:48:51	380322327757	380636159079	13	0	NORMAL_UNSPECIFIED		recv_refuse	sip:486
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Звуковые сообщения о том, что абонент занят приходят к Webitel в Early Media и без анализа голоса определить разницу между ними невозможно.