

## Agent has invalid state transition from Reserved to Available to Talking

<b>Problem Summary</b>	Agent has invalid state transition from Reserved to Available to Talking.
<b>Error Message</b>	None.
<b>Possible Cause</b>	The script flow includes a script with Call Redirect step which redirects the call to a translation pattern, which maps back to another Cisco Unified CCX route point. The Cisco Unified CCX route point queues and routes the call to the agent.
<b>Recommended Action</b>	Modify the script to redirect the call directly to a Cisco Unified CCX route point rather than a translation pattern or any other device which forwards the call to a Cisco Unified CCX route point.
<b>Release</b>	Release 7.0(1)
<b>Associated CDETS #</b>	None.