

Agent has invalid state transition from Reserved to Available to Talking

Problem Summary	Agent has invalid state transition from Reserved to Available to Talking.
Error Message	None.
Possible Cause	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.
Recommended Action	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.
Release	Release 7.0(1)
Associated CDETS #	None.