

## Agent in Reserved state but the consult transfer fails repeatedly

<b>Problem Summary</b>	Agent is in Reserved state but the consult transfer fails repeatedly.
<b>Error Message</b>	None.
<b>Possible Cause</b>	The agent phone and the CTI ports are in different regions or the codec between Cisco Unified CCX and Cisco Unified CM for that device is not the same.
<b>Recommended Action</b>	Check if Agent phones and CTI ports are in the same region. Also check if the codec associated with that region is same as the one configured in Cisco Unified CCX.
<b>Release</b>	7.0(1), 8.0(1)
<b>Associated CDETS #</b>	None.