

## Agent stuck in Reserved state-SessionTransferredMsg shows Initial and Final Contact Type:IAQ CONSULT CONTACT

<b>Problem Summary</b>	Agent is stuck in Reserved state.
<b>Error Message</b>	88009681: Sep 07 09:38:36.673 EEST %MIVR-SS_RM-7-UNK:Processing msg: SessionTransferredMsg (Transferring Rsrc:bkaraboga Transferred Rsrc:3260 Transferred Address:3260 Final Contact ID:4318845/1 Consult Contact ID:4318851/1 Final Contact Type:IAQ_CONSULT_CONTACT Consult Contact Type:IAQ_CONSULT_CONTACT LCS: 3 NumParties: 2)
<b>Possible Cause</b>	Agent answers a call A and initiates consult call B to the RP and this call is answered at a cti port.  Call A is dropped by caller and Agent is left with call B. This call is still classified as IAQ_CONSULT. Not realizing this, agent initiates another consult call C to the RP for the call B. If the agent tries to complete transfer between calls B and C, what he is actually doing is initiating a call to a RP and then transferring this call again to the RP. This is not supported.
<b>Recommended Action</b>	This is not supported. Agent should refrain from doing such operations.
<b>Release</b>	Release 7.0(1), 8.0(1)
<b>Associated CDETS #</b>	None.