

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

Problem Summary	Agent is stuck in Reserved state.
Error Message	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)
Possible Cause	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.
Recommended Action	This is not supported. Agent should refrain from doing such operations.
Release	Release 7.0(1), 8.0(1)
Associated CDETS #	None.