

Agent toggles between Reserved and Ready state

Problem Summary	Agent toggles between Reserved and Ready state. Transfer fails with reason RESOURCE_BUSY.
Error Message	01940: 50034522: Mar 01 11:19:20.028 MST %MIVR-SS_TEL-7-UNK:Call.transferFailed(86020008966, RESOURCE_BUSY) JTAPICallContact
Possible Cause	A call is stuck on the agent's phone and so because of the Max Calls as 2 and Busy Trigger as 1, consult transfer to this agent cannot be completed
Recommended Action	Check for the last successful call handled by this agent(for which the agent did not toggle). See if all the events for this call are fine on UCCX RmCm and JTAPI end and if the call was disconnected properly. If there are any issues on RmCm/JTAPI side with this call then fixing this issue will resolve the agent toggle issue. But sometimes when every thing is fine with RmCm and JTAPI,the last successful call handled by this agent could be stuck in JTAPI client or CTI. In that case, attach the JTAPI client and CTI logs for the last successful call and escalate to IPCBU JTAPI team.
Release	7.0(1), 8.0(1)
Associated CDETS #	None.