

No Ring Tone When Transfer to Unified CCE Agent

Problem Summary	No ring tone is heard when transferred to Unified Contact Center Enterprise agent.
Error Message	None
Possible Cause	Cisco Unified CM has an incorrectly configured service parameter.
Recommended Action	In CCMAdmin > Service > ServiceParameters > Unified CM , check the value of H323 parameter Send H225 User Info Message . It must be set to User Info for Ring Back Tone .
Release	Release 7.0(2)
Associated CDETS #	None.