

“Dialogue Failure Event” Error in the Call Server Log Files

Problem Summary	Callers hear critical error media and “Dialogue Failure Event” errors appear in the Call Server log files.
Error Message	None.
Possible Cause	If a call reaches the end of ICM script processing without being queued or released, the Unified ICME sends a “Dialogue Failure Event” message to the Call Server. The Call Server, in turn, sends an error message to the H.323 Service.
Recommended Action	The author of the script must ensure that each path in the script ends with one of the following Script Editor nodes: Release, Label, Skill Group, or Queue to Skill Group.
Release	Release 7.0(2)
Associated CDETS #	None.