

Tracking a call that does not reach Unified Expert Advisor

Problem Summary	ICM Script Editor ? Script Monitor
Error Message	None.
Possible Cause	<ol style="list-style-type: none"> 1. The call does not reach the script. 2. The call tries to queue but fails SendToVRU or RunExtScriptnodes. 3. The call fails the queue node before queuing. 4. The call fails the queue node after queuing
Recommended Action	<ol style="list-style-type: none"> 1. Verify your Unified ICM and CVP configuration. See the Unified CVP troubleshooting guide. 2. Verify your Unified CVP > CallServer > SIP > DNIS length. See the Unified CVP troubleshooting guide. 3. Verify the Unified Expert Advisor assignment queue and the Unified ICM Skill Group configuration. Check the Skill Group real-time data. See the Unified Expert Advisor administration guide. 4. Verify the following configuration settings and see the Unified ICM configuration guide(or the Unified CVP and Expert Advisor documents listed above): <ul style="list-style-type: none"> • The translation route configuration in Unified ICM and Expert Advisor. • The CUP static routes: TransRoute DN's should be mapped to runtime servers. • The Unified CVP SIP tab: Proxy Server should point to CUP server. • The script variable call.RequeryStatus for reason code.
Release	Release 7.6(1) and Release 8.0(1)
Associated CDETS #	None.