

## Tracking a call that does not reach Unified Expert Advisor

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