

Call\_fails\_if\_agent\_doesn?t\_pick\_the\_call\_in\_the\_first\_two\_rings

## Call fails if agent doesn?t pick the call in the first two rings

<b>Problem Summary</b>	Call fails if the agent doesn?t pick the call in the first one or two rings.
<b>Error Message</b>	None.
<b>Possible Cause</b>	Consult transfer fails because of CTIERR_TIMEOUT=0x8ccc0001.
<b>Recommended Action</b>	Configure the MOH for CTI port as Unicast instead of Multicast.
<b>Release</b>	Release 7.0(1)
<b>Associated CDETS #</b>	None.