

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

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|---------------------------|--|
| <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.  |