

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

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