

Call transfer fails if the agent transfers the call from one IVR to a different IVR

<p>Problem Summary</p>	<p>Call transfer fails if the agent transfers the call from one IVR to a different IVR under following scenarios -</p> <p>Case 1:</p> <p>Call hits IVR A</p> <p>Transferred to the operator</p> <p>operator sends call back to the route point</p> <p>Call hits IVR B, and fails</p> <p>Case 2:</p> <p>Call come directly to the operator</p> <p>Transferred to IVR - Hits EITHER IVR A or IVR B, and call fails.</p>
<p>Error Message</p>	<p>ICM calls are failing.</p>
<p>Possible Cause</p>	<p>IVR cannot get the terminal connection for the final call after the transfer is completed, particularly for a CiscoCallChangedEvent.</p> <p>To confirm this issue, look for the following exceptions in the MIVR logs -</p> <p>IVR-A_Cisco001MIVR164.log 372 1002034: Mar 12 15:27:11.380 CET %MIVR-SS_TEL-7-UNK:CallID:761 MediaId:915194/6 Task:43000002946, got CiscoCallChangedEvent, Surviving call : (P1-IVRA_Jtapi_1) GCID=(6,915191)->IDLE, original call: (P1-IVRA_Jtapi_1) GCID=(6,915194)->ACTIVE</p> <p>1002047: Mar 12 15:27:11.380 CET %MIVR-SS_TEL-3-NO_TERMINAL_CONNECTION:Unable to get TerminalConnection object: All Call ids=CallID:761 MediaId:915191/6 Task:43000002946,List of Active Connections=,The type of call event=CALL_CHANGED</p>
<p>Recommended Action</p>	<p>There is a known defect related to this issue - CSCtf69594.</p>
<p>Release</p>	<p>7.0 .</p>
<p>Associated CDETS #</p>	<p>CSCtf69594.</p>