

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

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| <p><b>Problem Summary</b></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><b>Error Message</b></p>      | <p>ICM calls are failing.</p>  |
| <p><b>Possible Cause</b></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<br/> CET %MIVR-SS_TEL-7-UNK:CallID:761 MediaId:915194/6 Task:43000002946, got CiscoCallChangedEvent, Surviving call : (P1-IVRA_Jtapi_1) GCID=(6,915191)-&gt;IDLE, original call: (P1-IVRA_Jtapi_1) GCID=(6,915194)-&gt;ACTIVE</p> <p>1002047: Mar 12 15:27:11.380<br/> 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><b>Recommended Action</b></p> | <p>There is a known defect related to this issue - CSCtf69594.</p>   |
| <p><b>Release</b></p>            | <p>7.0 .</p>   |
| <p><b>Associated CDETS #</b></p> | <p>CSCtf69594.</p>   |