RESOURCE BUSY

Problem Summary	Sometimes transfer to the agent fails with RESOURCE_BUSY. We may sometimes see the agent toggli
Error Message	Call.transferFailed(1041, RESOURCE_BUSY)
Possible Cause	Ideally this should never happen as Unified CCX only finds free agents and routes calls to them. But this could happen if for some reason a call is stuck on the agent's phone from JTAPI/CTI perspective Max call setting on agent extension is 1. So if a call is stuck on the agent phone then the next call which queue will fail with RESOURCE_BUSY
Recommended Action	The best way to troubleshoot such issues is to find the last call that was successfully transfered to ended properly. If there were any JTAPI exception in that previous call then this case can be escalated to IPCBU But sometimes, the previous call may have been cleaned up by RmCm cleanup thread for some r Unified CCX ICD team. Or if analysing the previous call turns too hard then this case can be esc experts can take a look. 554624: Apr 21 14:22:54.499 IST %MIVR-SS_TEL-7-UNK:CallID:94 MediaId:3128427/1 Tas ACKNOWLEDGED) 554690: Apr 21 14:22:54.530 IST %MIVR-SS_TEL-7-UNK:Call.transferFailed(1041, RESOUR JTAPI Call,implId=3128427/1,active=true,state=CALL_ANSWERED,inbound=true,handled=false,loca Script
Release	Release 7.0(1) onwards
Associated CDETS #	NA