

Issues with transfer and conference via route point when CVP is used for queuing

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| Problem Summary | If CVP is used for queuing, you may experience issues with certain conference and transfer scenarios. Any call control action taken by the caller that places the call on hold (such as consult, transfer, or conference) causes two call appearances on the agent desktop instead of one. Call control actions work only for the call that has the CVP port as a participant and cause errors to appear on the desktop for the call that shows the other agent as a participant. |
| Error Message | None |
| Possible Cause | <ol style="list-style-type: none"> 1. The consult call was placed to a route pattern instead of to the route point. Finesse does not support placing a consult call to route pattern because doing so results in the call context being lost. 2. The caller performs a call control action that involves holding the call. These call control actions include (but are not limited to) holds, transfers, and conferences. The two call rows do not necessarily appear as soon as the first call control action that involves a hold is performed. |
| Recommended Action | Place consult calls to a route point instead of to a route pattern. Ensure that CVP has been configured correctly to support warm transfer and conference as described in the section "Using the Warm Transfer feature with SIP calls" in the <i>Configuration and Administration Guide for Cisco Unified Customer Voice Portal</i> and the section "Network Transfer" in the <i>Cisco Unified Customer Voice Portal Solution Reference Network Design</i> . |
| Release | Release 9.0(1), Release 9.1(1), Release 10.0(1), Release 10.5(1), Release 10.6(1), Release 11.0(1) |
| Associated CDETS # | None |