

ICM Calls are failing because IVR sends wrong values to ICM for the call variables

Problem Summary	ICM Calls are failing because IVR sends wrong values to ICM for the call variables. Or it could be any of the following: 1) ECC variables not passed back to IVR 2) After agent xfer back to same IVR script, no CED sent in response
Error Message	ICM calls are failing.
Possible Cause	This is particularly seen in scenarios when IVR transfers a call to an agent and the agent transfers this call back to IVR. This results in wrong context being set in IVR, due to which it sends stale values for the call variables to ICM. Look for the following RUN_SCRIPT_RESULT message in the MIVR logs, which has the values for call variables: 793548: Mar 03 12:04:37.044 CET %MIVR-LIB_ICM-7-SENDING_MSG:Sending an ICM message: ICM_MESSAGE=[id=1,value=1],callVariable4=,callVariable5=,callVariable6=,callVariable7=,callVariable8=,callVariable9=,callVariable10=,ecc=[id=41,value=454516],ecc=[id=23,value=0],ecc=[id=4,value=454516],ecc=[id=45,value=0],ecc=[id=11,value=1]
Recommended Action	There are 3 known defects related to this issue, all of these are fixed in 7.0. Apply ES for the defects related to this issue.
Release	7.0 .
Associated CDETS #	CSCte04762, CSCsu72575, CSCsv96997.