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 c 1) ECC variables not passed back to IVR 2) After agent xfer back to same IVR script, no CED sent in res
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 cal This results in wrong context being set in IVR, due to which it sends stale values for the call variables to Look for the following RUN_SCRIPT_RESULT message in the MIVR logs, which has the values for ca 793548: Mar 03 12:04:37.044 CET %MIVR-LIB_ICM-7-SENDING_MSG:Sending an ICM message: IC callVariable4=,callVariable5=,callVariable6=,callVariable7=,callVariable8=,callVariable9=,callVariable ecc=[id=41,value=454516],ecc=[id=23,value=0],ecc=[id=4,value=454516],ecc=[id=45,value=0],ecc=[id
Recommended Action	There are 3 known defects related to this issue, all of these are fixed in 7.0. Apply ES for the defects rela
Release	7.0 .
Associated CDETS #	CSCte04762, CSCsu72575, CSCsv96997.