

Call Context Not Being Transferred During a Transfer to IVR Call Flow

Problem Summary	The call context is not being transferred during a Transfer to IVR call flow.
Error Message	N/A
Possible Cause 1	On an IPCC Enterprise system the Network VRU is configured as a Type 5, which does not support call context.
Recommended Action 1	Consider reconfiguring the the Network VRU as a Type 10.
Possible Cause 2	On an IPCC Enterprise system the IVR transfer route point (CTI Route Point) does not exist on the same PG where the Dialer ports are monitored.
Recommended Action 2	This route point must exist on the same PG where the Dialer ports are monitored. This is the peripheral assigned to the Dialer in the Dialer configuration.
Release	Release 7.5(1) and 8.0
Associated CDETS #	None.