

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

<b>Problem Summary</b>	The call context is not being transferred during a Transfer to IVR call flow.
<b>Error Message</b>	N/A
<b>Possible Cause 1</b>	On an IPCC Enterprise system the Network VRU is configured as a Type 5, which does not support call context.
<b>Recommended Action 1</b>	Consider reconfiguring the the Network VRU as a Type 10.
<b>Possible Cause 2</b>	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.
<b>Recommended Action 2</b>	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.
<b>Release</b>	Release 7.5(1) and 8.0
<b>Associated CDETS #</b>	None.