

## Transfers of Customer Calls to Agents are Failing

<b>Problem Summary</b>	Transfers of Customer Calls to Agents are Failing.
<b>Error Message</b>	
<b>Possible Cause 1</b>	Agents and SCCP Dialer Ports are in different partitions.
<b>Recommended Action 1</b>	Make sure that the Dialer ports have a Unified CM calling search space that can access the agent devices.
<b>Possible Cause 2</b>	Voice Gateway and SCCP Dialer Ports are in different partitions.
<b>Recommended Action 2</b>	Change a registry key on the Unified CCE PG to use the Calling Search Space of the dialer port instead of the voice gateway. Set UseRedirectAddressSearchSpace = 1.
<b>Release</b>	Release 7.5(1) and 8.0
<b>Associated CDETS #</b>	None.