

Transfers of Customer Calls to Agents are Failing

Problem Summary	Transfers of Customer Calls to Agents are Failing.
Error Message	
Possible Cause 1	Agents and SCCP Dialer Ports are in different partitions.
Recommended Action 1	Make sure that the Dialer ports have a Unified CM calling search space that can access the agent devices.
Possible Cause 2	Voice Gateway and SCCP Dialer Ports are in different partitions.
Recommended Action 2	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.
Release	Release 7.5(1) and 8.0
Associated CDETS #	None.