

## Transfers of Customer Calls to Agents are Failing

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| <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.   |