

## SIP Dialer - Outbound Calls are not getting transferred to CVP

<b>Problem Summary</b>	Transferring Customer Calls to CVP are failing continuously
<b>Error Message</b>	N/A
<b>Possible Cause</b>	<ol style="list-style-type: none"> <li>1) Route Points for Transferring to an IVR is configured incorrectly.</li> <li>2) No Translation Route configured or no Translation Route Node in the script.</li> <li>3) Network VRU type is wrong on MR PG or CVP VRU PG</li> <li>4) No Translation Route DNIS configured in CVP</li> </ol>
<b>Recommended Action</b>	<ol style="list-style-type: none"> <li>1) Route Points for Transferring to an IVR on Campaign Skill Group dialog needs to be configured on MR Routing Client.</li> <li>2) Configure Translation Route on CVP VRU PG. Label needs to be added on MR Routing Client.</li> <li>3) The value of Peripheral Number on Trunk Group for VRU Peripheral needs to be matched with the value of Pre-routed Call Trunk Group ID on ICM tab of CVP Call Server Configuration.</li> <li>4) Translation Route Node is required for the routing script.</li> <li>5) Network VRU for MR PG is Type 2.</li> <li>6) Network VRU for VRU PG is Type 10.</li> <li>7) Configure DNIS on ICM tab of CVP Call Server Configuration.</li> </ol>
<b>Release</b>	Release 8.0
<b>Associated CDETS #</b>	None.