

SIP Dialer - Outbound Calls are not getting transferred to CVP

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