

## Transferring Customer Calls to Agents are Failing

<b>Problem Summary</b>	Transferring Customer Calls to Agents are Failing
<b>Error Message</b>	N/A
<b>Possible Cause 1</b>	Agents and SCCP Dialer Ports are in different partitions.
<b>Recommended Action1</b>	Make sure that the Dialer ports have a UCM calling search space that can access the agent devices.
<b>Possible Cause 2</b>	Voice GW and SCCP Dialer Ports are in different partitions.
<b>Recommended Action 2</b>	Change a registry key on the 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.