

RESOURCE FORWARDING

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| Problem Summary | Transfer failed because of RESOURCE FORWARDING. |
| Error Message | Call.transferFailed(5555210002, RESOURCE_FORWARDING) |
| Possible Cause | Call forward set on agent extension |
| Recommended Action | <p>Call forward setting on agent extension is not supported. All call forward settings on agent devices should be removed.</p> <p>26386218: Dec 14 18:30:05.824 EDT %MIVR-SS_TEL-7-UNK:CallID:50904 MediaId:1359274/11 Task:28000060179, ConsultCallObserver RINGING</p> <p>26386314: Dec 14 18:30:21.840 EDT %MIVR-SS_TEL-7-UNK:CallID:50904 MediaId:1359274/11 Task:28000060179, ConsultCallObserver CREATED, new dest: 7036824980, resource=User[type=Call Manager User,id=rgraham-vcc,authenticated=true]</p> <p>26386315: Dec 14 18:30:21.840 EDT %MIVR-SS_TEL-7-UNK:CallID:50904 MediaId:1359274/11 Task:28000060179, ConsultCallObserver FORWARDED, dest: 7036824980</p> <p>26386335: Dec 14 18:30:21.840 EDT %MIVR-SS_TEL-7-UNK:Call.transferFailed(5555210002, RESOURCE_FORWARDING) JTAPICallContact[id=50904,implId=1359274/11,state=STATE_ANSWERED_IDX,inbound=tr</p> |
| Release | Release 7.0(1) onwards |
| Associated CDETS # | NA |