

RESOURCE FORWARDING

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