Reporting: Agent-initiated calls that result in Prompt Play

Problem Summary	Agent-initiated calls that result in prompt play cannot easily be reported on.
Error Message	Not applicable.
Possible Cause	The DNIS for these calls is a combination of the Network VRU label and a correlation ID and is therefor each call.
Recommended Action	It is the responsibility of the customer IT administrator to be familiar with the Unified ICM configuration know that the EAPIM routing client's VRU label prefixed with a unique correlation id represents a consu into Unified CVP from a Unified Contact Center agent. While running Unified CVP reports with the Unified IC reporting application, be aware of the unique DN calls. If you are searching for warm transfer calls with specific DNIS, you must create a SQL query that perform an absolute search on a specific DNIS. For example: Select * from call where DNIS like <VRU Label>% or Select * from call where DNIS like %<correlation id> The first query cited is the more efficient. Please refer to section "Using the Unified ICME Warm Consult Transfer/Conference to Unified CVP Fea Type 10 VRU" in the [Configuration and Administration Guide] [http://www.cisco.com/en/US/products/sw/custcosw/ps1006/products_installation_and_configuration_gu for details on this configuration.
Release	Release 7.0(2); Release 8.0(1)
Associated CDETS #	CSCsu59014 and CSCta18580