

Agent Available and Transfer Does Not Happen

Problem Summary	When an agent becomes available during prompt-play in a Queue to Skill Group script, the transfer never happens.
Error Message	None.
Possible Cause	The Interruptible checkbox in a Network VRU Script configuration is not checked. (This is the default setting). The Unified ICME software does not interrupt a VRU script to perform a transfer if this feature is not enabled.
Recommended Action	Select the Interruptible checkbox on all Network VRU script nodes that might be run while a caller is waiting in queue for an agent.
Release	Release 7.0(2)
Associated CDETS #	None.