

**Agent Available and Transfer Does Not Happen**

<b>Problem Summary</b>	When an agent becomes available during prompt-play in a Queue to Skill Group script, the transfer never happens.
<b>Error Message</b>	None.
<b>Possible Cause</b>	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.
<b>Recommended Action</b>	Select the Interruptible checkbox on all Network VRU script nodes that might be run while a caller is waiting in queue for an agent.
<b>Release</b>	Release 7.0(2)
<b>Associated CDETS #</b>	None.