

## Agent Cannot Perform a Consult Transfer and Conference to a Second Agent

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| <b>Problem Summary</b>    | An agent cannot perform a consult transfer and conference to a second agent if NetworkTransferEnabled is set to 1.  |
| <b>Error Message</b>      | None.   |
| <b>Possible Cause</b>     | The Unified ICME router cannot distinguish between an agent pressing the consult button vs. the blind transfer button. Therefore, for Unified ICME, the routing behavior is the same whether the agent types "1234" or presses consult or blind transfer.   |
| <b>Recommended Action</b> | <p>Uncheck the Network Transfer Preferred box on the Unified CM PIM in PG Explorer.</p> <ul style="list-style-type: none"> <li>• Set NetworkTransferEnabled to 1 if the agent is available, or to 0 if the agent is not available.</li> <li>• If the agent is not available, they still need a Translation Route to VRU node to make a call queue in the type 2 VRU.</li> </ul> |
| <b>Release</b>            | Release 7.0(2)  |
| <b>Associated CDETS #</b> | None.   |