

Agent Does Consult Transfer to CVP and Completes Consult While Connected to IVR

Problem Summary	The agent does a consult transfer to CVP and then completes the consult while still connected to the IVR, instead of waiting until finally being connected to the agent.
Error Message	None
Possible Cause	<p>To avoid this issue, do a single step transfer instead of a consult transfer to get the caller transferred to the CVP IVR. In the event you still want to use a consult transfer into CVP for some reason (for example, an agent desktop is customized for only one flavor of transfer), you can create a separate SIP trunk that has MTP enabled. This SIP trunk will service the route patterns destined for CVP. The DNIS you are using is different than the warm transfer DNIS, so there should be no problem using separate SIP trunks.</p> <p>It happens for SIP only (H323 is fine). Future enhancement to the VXML gateway will support reinvitations on the IVR leg, in which case MTP will not be required on this particular call flow.</p>
Recommended Action	The set up includes adding an additional SIP trunk with MTP, allowing MTP to be allocated only on the warm transfer legs. 1) Create the secondary SIP trunk, call it "Outbound SIP trunk-Warm Xfers" to differentiate it with the incoming SIP trunk that handles calls from CUPS or CVP. 2) Apply MTP and point it to the CVP IP address. 3) Create the Route Pattern for the VRU label and set the outbound sip trunk.
Release	Release 7.0(2)
Associated CDETS #	None.