

**Agent Goes Ready, Queued Caller Never Delivered to Agent**

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| <b>Problem Summary</b>    | Agent is ready but caller in queue never delivered to agent  |
| <b>Error Message</b>      | None   |
| <b>Possible Cause</b>     | The <b>Interruptible</b> box on the queuing Network VRU script is not checked.   |
| <b>Recommended Action</b> | In the Unified ICME Network VRU Script Explorer, look at the Network VRU script that is queuing the caller. It must be marked Interruptible for the Unified ICME software to be able to interrupt the script and deliver the caller to the available agent.      |
| <b>Release</b>            | Release 7.0(2)   |
| <b>Associated CDETS #</b> | None.  |
| <b>Possible Cause</b>     | The agent Device Target does not have a label associated with the Unified CVP routing client.  |
| <b>Recommended Action</b> | In ICM Device Target explorer, look at the labels for the agent device target. The label must be associated with the Unified CVP routing client. If is not associated with a Unified CVP routing client, then one must be added.                                 |
| <b>Release</b>            | Release 7.0(2)   |
| <b>Associated CDETS #</b> | None.  |
| <b>Possible Cause</b>     | The NetworkTransferEnabled flag has not been set to 1 in the ICM script.   |
| <b>Recommended Action</b> | At the beginning of the first Unified ICME caller entry script, and on every post-route script that may be invoked later in the call, the NetworkTransferEnabled variable must be set to the value of 1.   |
| <b>Release</b>            | Release 7.0(2)   |
| <b>Associated CDETS #</b> | None.  |
| <b>Possible Cause</b>     | The Gatekeeper routing is not configured properly and the Unified CVP H.323 Service cannot find the correct Unified CM to which to send the agent transfer.  |
| <b>Recommended Action</b> | When the H.323 Service gets a device target label from the Unified ICME, it must look up that label on the Gatekeeper in order to know to what IP address to send the call. Configure the Gatekeeper with the correct routing information to resolve this issue. |
| <b>Release</b>            | Release 7.0(2)   |
| <b>Associated CDETS #</b> | None.  |