

Call Back For IVR Service Treatment or Subsequent Network Transfer Fails

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| Problem Summary | Taking a call back for IVR Service treatment or a subsequent network transfer does not work. |
| Error Message | None. |
| Possible Cause | The VRU PIM that connects to the Unified CVP is not set to Type 5. |
| Recommended Action | In Unified ICME Configuration Manager, Network VRU Explorer, change the Type to 5. |
| Release | Release 7.0(2) |
| Associated CDETS # | None. |
| Possible Cause | The ICM script does not include a Set node setting the Call.NetworkTransferEnabled variable to 1. |
| Recommended Action | In any script that might perform VRU Network Transfer or Takeback for IVR Service treatment, add a Set node at the beginning of the script setting the Call.NetworkTransferEnabled variable to 1. |
| Release | Release 7.0(2) |
| Associated CDETS # | None. |