

## Call Back For IVR Service Treatment or Subsequent Network Transfer Fails

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