

Call Back For IVR Service Treatment or Subsequent Network Transfer Fails

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.