

DTMF Re-route On No Answer CallDisposition RNA Code 19

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| Problem Summary | Re-route On No Answer Calls are being pegged to CallDisposition <i>Abandoned while Ringing, code 3</i> . In <i>RNA, code 19</i> . |
| Error Message | None |
| Possible Cause | N/A |
| Recommended Action | To get calls pegged as CallDisposition 'RNA', code 19 instead of 'Abandoned while Ringing', code 3 in the registry. HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\ICM\ <instance>\<pgxx>\pg\currentversion< td=""> </instance>\<pgxx>\pg\currentversion<> |
| Release | Unified CVP Release 7.x, Unified ICM Release 7.x |
| Associated CDETS # | None. |