

## Ringtone Video Is Not Visible During Consult Transfer

<b>Problem Summary</b>	During a consultative transfer, the ringtone video is not seen during a route point transfer.
<b>Error Message</b>	No message.
<b>Possible Cause</b>	Unified CVP VRU leg has not been established.
<b>Recommended Action</b>	Add a SendToVRU node in your ICM script before the Queue to Skill Group node. This explicit SendToVRU node establishes the VRU leg before transfer to the agent and ensures that the call comes back through IVP/CVP.
<b>Release</b>	Release 7.0(2)
<b>Associated CDETS #</b>	None.