

**Transfer success is false**

<b>Problem Summary</b>	When UCCX transfers the call to an agent, the transfer success in the CiscoTransferEndEv may be false.
<b>Error Message</b>	21470298: Jan 18 15:20:42.544 EST %MIVR-SS_TEL-7-UNK:CallID:21589 MediaId:751787/2 Task:23000050667, got TransferEnd event, finalCall: (P1-ipcc-jtapi_1) GCID=(2,751787)->INVALID, consultCall: (P1-ipcc-jtapi_1) GCID=(2,751787)->INVALID, success: false, transferStart: false
<b>Possible Cause</b>	If transfer success: false, then there may have been some issue in CTI/JTAPI due to which transfer to the agent was not successful
<b>Recommended Action</b>	Escalate to IPCBU JTAPI team with relevant logs to understand the cause of transfer failure
<b>Release</b>	Release 7.0(1) onwards
<b>Associated CDETS #</b>	NA