

Transfer success is false

Problem Summary	When UCCX transfers the call to an agent, the transfer success in the CiscoTransferEndEv may be false.
Error Message	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
Possible Cause	If transfer success: false, then there may have been some issue in CTI/JTAPI due to which transfer to the agent was not successful
Recommended Action	Escalate to IPCBU JTAPI team with relevant logs to understand the cause of transfer failure
Release	Release 7.0(1) onwards
Associated CDETS #	NA