

Transfer success is false

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| 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 |