

## Call Fails When Transferred to Agent

<b>Problem Summary</b>	A call is transferred to an agent, and the agent is reserved, but call transfer fails.
<b>Error Message</b>	None.
<b>Possible Cause</b>	Cisco Unified Presence Server (CUPS) trunk on the Unified CM is not configured.
<b>Recommended Action</b>	Configure the CUPS trunk on your Unified CM. Refer to the <i>Configuration and Administration Guide for Cisco Unified Customer Voice Portal</i> for configuration information.
<b>Release</b>	Release 7.0(2)
<b>Associated CDETS #</b>	None.