

Call Fails When Transferred to Agent

Problem Summary	A call is transferred to an agent, and the agent is reserved, but call transfer fails.
Error Message	None.
Possible Cause	Cisco Unified Presence Server (CUPS) trunk on the Unified CM is not configured.
Recommended Action	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.
Release	Release 7.0(2)
Associated CDETS #	None.