

Agent Whisper - Call Fails

Problem Summary	Whisper call fails. A Queue node fails where you would expect it to connect to the agent and play the whiser.
Error Message	"B2BUA is not configured for a route to 91919100, please add this route."appears in the CVP error log.
Possible Cause	Media Termination Point is enabled on the SIP trunk in UNIFIED CM
Recommended Action	Modify your dial plan to cover the Whisper Announcement ring back and whisper service numbers (by default, 919191 and 91919100).
Release	Release 9.0(1)
Associated CDETS #	None.