

Agent Whisper - Call Fails

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| 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. |