

**Whisper Announcement Fails to Play - During Transfer Request**

<b>Problem Summary</b>	Whisper fails to play on an internally routed transferred/conferenced call to another agent.
<b>Error Message</b>	Call fails out of "Send to VRU" node or "Run External script" node at the start of the ICM script which runs as a result of the transfer request.
<b>Possible Cause</b>	Missing Route Pattern to send the call to the CVP SIP trunk.
<b>Recommended Action</b>	Configure a route pattern which matches the type 10 VRU label provided by ICM to send the call to the desired CVP SIP trunk.
<b>Release</b>	Release 9.0(1)
<b>Associated CDETS #</b>	None.