

Whisper Announcement Fails to Play - During Transfer Request

Problem Summary	Whisper fails to play on an internally routed transferred/conferenced call to another agent.
Error Message	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.
Possible Cause	Missing Route Pattern to send the call to the CVP SIP trunk.
Recommended Action	Configure a route pattern which matches the type 10 VRU label provided by ICM to send the call to the desired CVP SIP trunk.
Release	Release 9.0(1)
Associated CDETS #	None.