

Whisper Announcement Fails to Play - During Transfer Request

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| 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. |