Unity Connection Incorrect Call Transfer Identification

Contents

Introduction

This document describes the problem and solution when calls are transferred to an incorrect extension. It provides details on how to determine the call handler through a database query when the called extension is known.

Prerequisites

Requirements

Cisco recommends that you have knowledge of Cisco Unity Connection.

Components Used

The information in this document is based on Cisco Unity Connection Release 8.X or later.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Problem

It becomes difficult to determine the call handler, who transfers the call to an incorrect extension number, when there are many call handlers. There are a few CLI commands that can be entered in order to determine the exact call handler. Conversation traces could be another option to determine the call handlers. However, this consumes a lot of time and effort.

CLI commands can be used when users complain about unwanted calls and when you do not know which call handler is configured incorrectly. The calls are transferred either to an extension number or to a Hunt Pilot on Cisco Unified Communications Manager (CUCM). If it is a Hunt Pilot, check whether the extension number exists in the Line Group to which the Hunt Pilot points.

Solution

Enter this command in order to obtain the list of the call handlers where "Transfer to Alternate Contact Number" is set to a specific number (this is after you provide Caller Input during the Greeting).

```
run cuc dbquery unitydirdb select displayname
from vw_callhandler
where objectid IN (select callhandlerobjectid fromvw_menuentry
where objectid IN (select menuentryobjectid from vw_alternatecontactnumber
where transfernumber = '21626'))
```
In this example the transfer number is 21626.

Enter this command in order to obtain the list of all the Call Handlers and Users where "Transfer Calls to Extension" under "Transfer Rules" is set to a specific number.

```
run cuc dbquery unitydirdb select displayname
from vw_callhandler
where objectid IN (select callhandlerobjectid from vw_transferoption where extension = '1212')
```