

ICM Drops Translation Route to IP IVR Calls

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Introduction

This document describes one reason why the Cisco Intelligent Contact Management (ICM) drops calls routed by a Translation Route to an IP Interactive Voice Response (IVR) System in a Cisco IP Contact Center (IPCC) environment.

Prerequisites

Requirements

Readers of this document should have knowledge of these topics:

- Cisco ICM
- Cisco CallManager
- Cisco Customer Response Solutions (CRS)

Components Used

The information in this document is based on these software and hardware versions:

- Cisco ICM version 4.6.x and later
- Cisco CallManager
- Cisco CRS

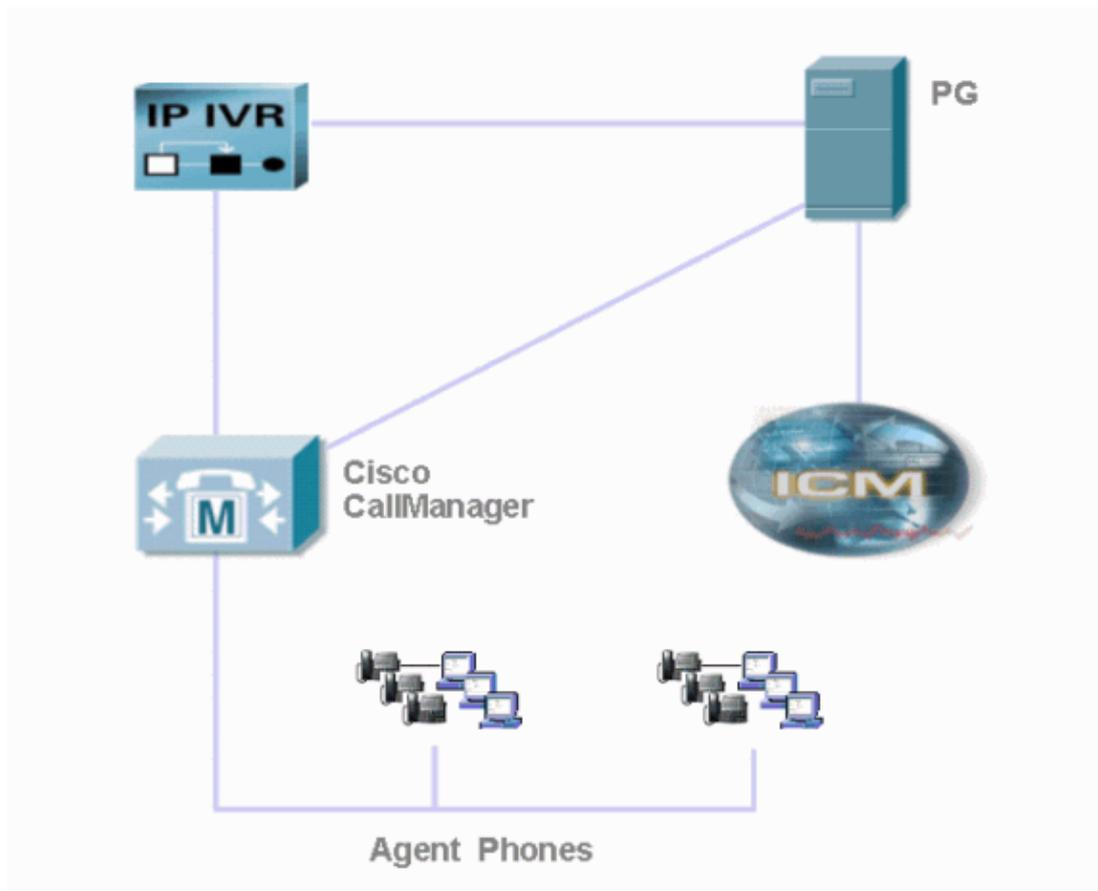
The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

Topology

When the failure occurs, the topology is set up as shown here.

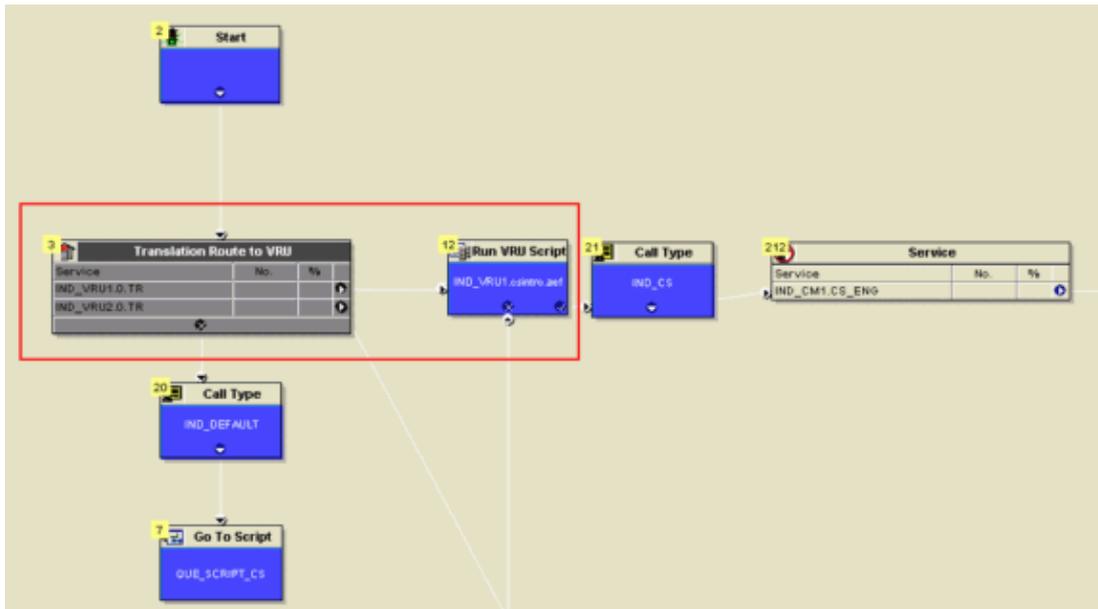


Problem

The ICM route point is associated with an ICM script which does a Translation Route to a VRU node to trigger a script on the IP IVR, as shown in below. This Translation Route VRU node fails.

When testing this specific ICM script through CallTracer, it completes correctly. However, when the incoming call hits the route point in the production environment, it fails with the following sequence:

1. Experiencing a short bit of silence.
2. A fast busy.

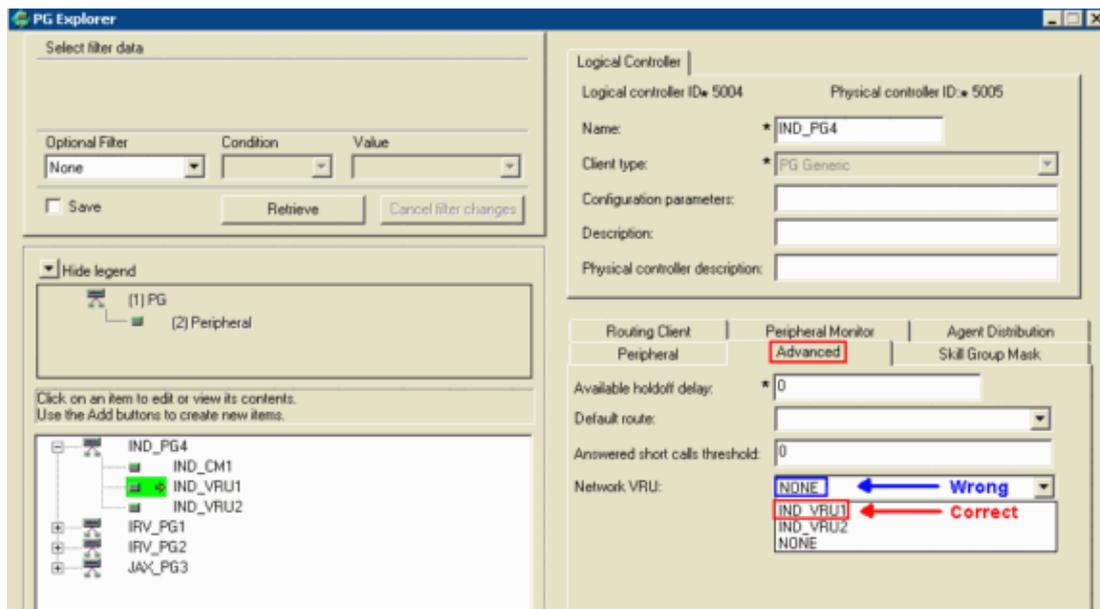


Solution

This is a configuration issue. View the rtr log file on the Router using the Dumplog utility, the following message appears:

```
15:20:51 ra-rtr Trace: TranRouteToVRU failed. Unable to map route 5009 to a network VRU
```

Verify the specific route, it is associated with a specific IP IVR. Check the configuration in PG Explorer, the **Network VRU** name is set to **NONE** instead of the name of this specific IP IVR under **Advanced**, as shown below. Select the right Network VRU name resolves this issue.



Related Information

- [How to Use the Dumplog Utility](#)
- [Technical Support – Cisco Systems](#)

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