

# Why Does the CRS Script Fail to Route a Call to a Personal Voice Mail?

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## Introduction

This document describes one of the reasons why the Call Redirect step fails to route calls to the personal voice mail of an agent in the Cisco Customer Response Solutions (CRS) script in a Cisco IP Contact Center (IPCC) Express environment.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco CallManager
- Cisco CRS Script

### Components Used

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

- Cisco CallManager version 3.x
- Cisco IPCC Express Edition

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

Refer to Cisco Technical Tips Conventions for more information on document conventions.

## Background Information

The function of the Menu step is to provide a menu from which callers can choose a series of options. The Menu step receives a single digit that a caller enters or speaks. The step then maps this entry to a series of

output branches. The system executes the steps that are added after each of these output branches.

The purpose of Call Redirect is to redirect a call to another extension. The Call Redirect step is often used in applications to transfer a call when an extension has been specified. The Call Redirect step produces four output branches:

- **Successful** The call rings at the specified extension.
- **Busy** The specified extension is busy, and the call cannot be transferred.
- **Invalid** The specified extension does not exist.
- **Unsuccessful** The redirect step fails internally.

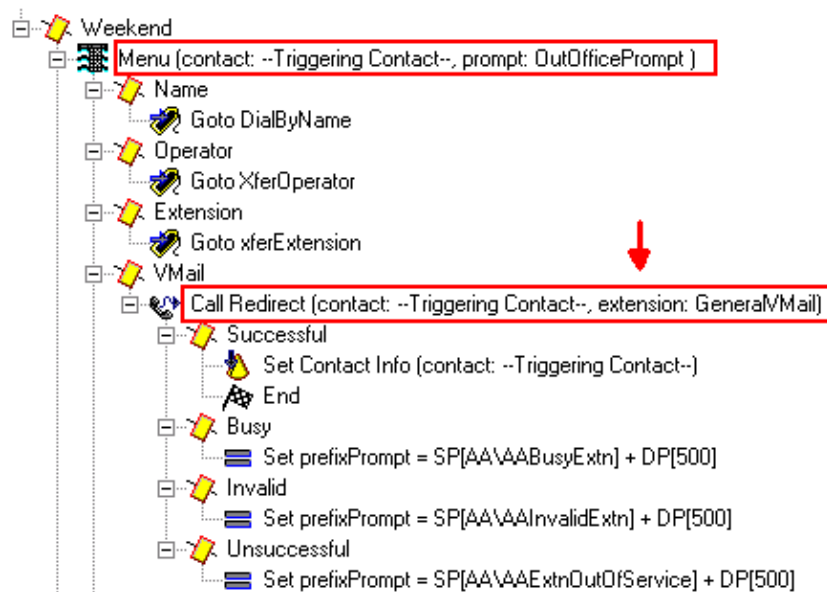
Place the script steps after each of the different branches provided by this step to handle a redirected call.

## Problem

When the CRS script tries to route a call directly to the personal voice mail of the subscriber who uses the Call Redirect under Menu in the CRS script, the script reaches the Unity system greeting instead of the targeted personal greeting.

The personal voice mail is set up, and can be reached internally. However, when the call is routed to the same mailbox, the call goes into the Unity System Manager. Figure 1 shows part of the CRS script.

**Figure 1 CRS Script**



## Solution

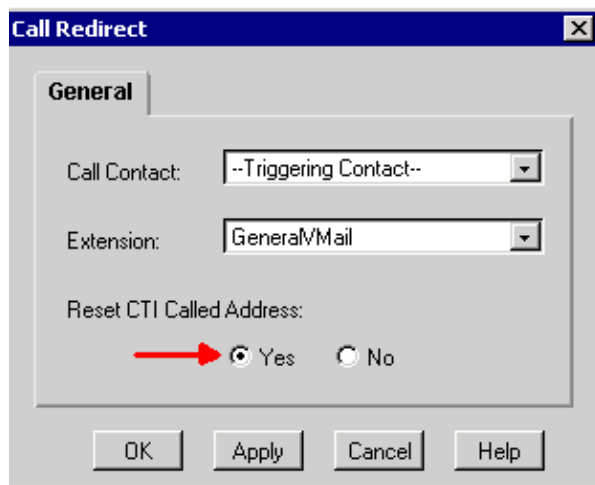
This problem occurs due to a configuration issue. When you configure the Call Redirect, these three properties are involved (see Figure 2).

- **Call Contact**, which represents the contact you want to redirect.
- **Extension**, which holds the extension where the call is redirected.
- **Reset Computer Telephony Integration (CTI) Called Address**, which resets the original destination of the call to the redirected destination.

If the selection is **No**, the script preserves the original call destination even after the Call Redirect step

executes, and the information associated with the call gives no indication that the Route point or CTI port is ever involved with the call. In this setting, the problem occurs. In order to reach the personal voice mail for the subscriber, you must select **Yes**.

**Figure 2 Call Redirect Properties**



After you select **Yes**, and click **Apply**, the script successfully routes the call to the specified personal voice mail.

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## Related Information

- [Technical Support & Documentation – Cisco Systems](#)

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