

## RTR0020 - Router command not formatted correctly

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### DESCRIPTION

A router command entered into the router bot chat window was not formatted correctly.

### SEVERITY

Error

### IMPACT

The command will not execute.

### TROUBLESHOOTING STEPS

Review Emergency Routing Chat IVR command documentation in the prairieFyre Contact Center for Microsoft Lync User Guide, or run the **help** command in the router bot chat window.

### APPLIES TO

5.10.1.1

**Keywords:** RTR0020 router bot chat command formatted

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<http://micc.mitel.com/kb/KnowledgebaseArticle51709.aspx>

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