

Unable to change a Transfer Condition from an entry on list to external

PROBLEM

If you create a transfer condition using a destination from the pre-populated list of queues, then attempt to change the destination to an external number, it will not save and the IVR will continue to route to the queue.

RESOLUTION

You can work around this issue by deleting and recreating the transfer condition.

We are aiming to have a permanent resolution for this issue in our upcoming Atlantic release.

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APPLIES TO

IVR 6.0 and newer

Keywords: transfer condition external

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