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SIP Endpoint SDK Overview

T-Lib-Initiated SingleStepTransfer User Busy

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Description

If a single-step transfer is attempted and UA3 returns a busy signal or a no-answer event and rejects the attempted transfer, UA2 may or may not be available to pick up the dropped call. Note that due to the nature of single-step transfers, a call can be dropped in these cases. In addition to that, there is no guarantee that UA2 will still be available if UA3 reports busy or does not answer within a reasonable time. Thus, if your contact center requires that calls not be dropped, you should use consult transfer, not single-step transfer.

Diagram

