

ALL\_CALLS\_MARKED\_AS\_NO\_ANSWER

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|---------------------------|---|
| <b>Problem Summary</b>    | All voice , fax, answering machine and busy calls are marked as no answer calls in RTR.   |
| <b>Error Message</b>      | All voice , fax, answering machine and busy calls are marked as no answer calls in RTR.   |
| <b>Possible Cause</b>     | This may due to some delay in the network together with small value set for Dialer Ring No Answer Time. Due to this, all the calls might get marked as RNA even before CPA is complete. |
| <b>Recommended Action</b> | Increase the value for Dialer Ring No Answer Time in appadmin campaign configuration page and try out the call again.   |
| <b>Release</b>            | Release 8.5(1)  |
| <b>Associated CDETS #</b> | NA  |