

Agent-Initiated Calls Categorized as Internal

Problem Summary	Agent-initiated calls routed to external numbers are categorized as Internal.
Error Message	N/A
Possible Cause	Prior to Cisco Unified CCE 8.5(3), agent-initiated calls are classified as External. Beginning with Cisco Unified CCE 8.5(3), agent-initiated routed calls that are sent to a known extension (for example, CVP or another agent) are categorized as Internal.
Recommended Action	To count calls that you reroute to external numbers as External, add a Dialed Number Plan for the Labels used for this purpose, and set the Dialed Number Type Plan entry as National or International.
Release	8.5(3)
Associated CDETS #	None