

## Agent-Initiated Calls Categorized as Internal

<b>Problem Summary</b>	Agent-initiated calls routed to external numbers are categorized as Internal.
<b>Error Message</b>	N/A
<b>Possible Cause</b>	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.
<b>Recommended Action</b>	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.
<b>Release</b>	8.5(3)
<b>Associated CDETS #</b>	None