

Agent does skip or skip-close but does not stay reserved

Problem Summary	Agent does skip or skip-close but does not stay reserved.
Error Message	None.
Possible Cause	If the Outbound subsystem does not have contacts in memory, the agent will be no longer reserved for Outbound calls and the agent will be available or not available depending on the auto-available setting for the agent.
Recommended Action	Make sure the Outbound subsystem has contacts in memory and that the agent has an auto-available setting.
Release	Release 7.0(1)
Associated CDETS #	None.