

Agent\_is\_ready\_but\_does\_not\_get\_an\_Outbound\_call\_for\_up\_to\_two\_minutes

## Agent is ready but does not get an Outbound call for up to two minutes

<b>Problem Summary</b>	Agent is ready but does not get an Outbound call for up to two minutes.
<b>Error Message</b>	None.
<b>Possible Cause</b>	This is as designed. It can take up to two minutes for the Outbound subsystem to detect an available agent and get the Outbound contact from the database to present to that agent.
<b>Recommended Action</b>	No action needed.
<b>Release</b>	Release 7.0(1)
<b>Associated CDETS #</b>	None.