

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

Problem Summary	Agent is ready but does not get an Outbound call for up to two minutes.
Error Message	None.
Possible Cause	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.
Recommended Action	No action needed.
Release	Release 7.0(1)
Associated CDETS #	None.