

<b>Problem Summary</b>	Customer abandoned call is not marked as customer abandoned although it got disconnected within the abandoned call wait time limit
<b>Error Message</b>	NA
<b>Possible Cause</b>	NA.
<b>Recommended Action</b>	<p>Step 1: First check whether the call was disconnected within the abandoned call wait time limit. Look for the following outbound logs in MIVR:</p> <pre>IVRDialer:processOutboundPlaceGWCallRespMsg() - starttime for campaign id IVRDialer:processOutboundDisconnectGWCallRespMsg: (callendtime-callstarttime)</pre> <p>The difference of the above values can be matched with the abandoned call wait time limit set in UI for this campaign. If the call time is greater than the configured abandoned call wait time, then the call will not be marked as customer abandoned. This is the expected behavior.</p> <p>If Step 1 is not applicable, then check whether the script has aborted - Look for Contact_aborted exception in the MIVR logs. In this case the call will not be marked as customer abandoned. Solution is to resolve the issue with script and retry the scenario.</p>
<b>Release</b>	Release 8.5(1)
<b>Associated CDETS #</b>	NA