

Customer_disconnected_a_call_without_picking_it_up._This_call_was_marked_as_no_answer_instead_of_busy

Problem Summary	Customer disconnected a call without picking it up. This call was marked as no answer instead of busy
Error Message	NA
Possible Cause	This is the expected behavior. Since Unified CCX does not get busy signal from gateway for this call, the call will be marked as no answer or customer abandoned (if it got disconnected within abandoned call wait time).
Recommended Action	NA
Release	Release 8.5(1)
Associated CDETS #	NA