

Customer_disconnected_a_call_without_picking_it_up._This_call_was_marked_as_no_answer_instead_of_busy

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|---------------------------|--|
| 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 |