

Fax_calls_are_being_marked_as_customer_abandoned

Problem Summary	Fax calls are being marked as customer abandoned
Error Message	NA
Possible Cause	This can happen when the call gets disconnected from gateway side before CPA is complete. Hence this call never gets detected as fax. If the call got disconnected within the abandoned call wait time period, then the call gets marked as customer abandoned.
Recommended Action	It needs to be investigated from gateway side, as to why the call got disconnected even before CPA was done.
Release	Release 8.5(1)
Associated CDETS #	NA