

Fax\_calls\_are\_being\_marked\_as\_customer\_abandoned

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|---------------------------|---|
| <b>Problem Summary</b>    | Fax calls are being marked as customer abandoned  |
| <b>Error Message</b>      | NA  |
| <b>Possible Cause</b>     | 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. |
| <b>Recommended Action</b> | It needs to be investigated from gateway side, as to why the call got disconnected even before CPA was done.  |
| <b>Release</b>            | Release 8.5(1)  |
| <b>Associated CDETS #</b> | NA  |