

A call placed and queued in Genesys Enterprise does not get Dequeued.

Problem Summary	A call placed into a Genesys enterprise system gets treatment and is queued but does not get dequeued and delivered to the agent site when a UCCE agent becomes available.
Error Message	N/A.
Possible Cause	
Recommended Action	Proceed to <u>Call to Genesys Enterprise with available agents does not go to UCCE.</u>
Release	Release 8.0(2)
Associated CDETS #	N/A