Impact Kind	Data Needed	Known Issue/Defect number/Version
Dialer/Campaignmanager /Baimport Crash Minidump	Corresponding log with the recommended trace levels.(link for trace setting)	
	Have the fix reproducible?	version less than 7.5(9) Campaignmanager crash when retrieveing the pend stacck 004157D3 025FFB2C CCmDoNotCall::compareItemRecords+1D
	ICM version with ES ET information installed on the machine.	7C367DD 025FFB48 bsearch+40 00415862 025FFB6C CCmDoNotCall::s 004158CB 025FFB90 CCmDoNotCall::IsDoNotCallNumber+48 0040B9E CCmGetCall::SelectPendingZoneNumber+199 0040F28F 025FFE78 CCmGetCall::ActivateZoneCall+8D
	exe,pdb,minidump	
	dumpconf of dialer and campaignmanager config.(for details see the OO trouble shooting guide)	
CPA related	Dialer log, Campaignmanager log, the wave file which is recorded.	In ICM prior to 7.5(9) we have a known issue in CPA, i.e premature tone d clasification. This issue has been addressed as part of the fix CSCtf20881. 7 7.2(7) ES and 7.5(9).
Reporting issue in Dialer Detail.	Dialer Detail reporting guide(link attached)	http://wwwin-eng.cisco.com/Eng/CCBU/Common/Projects/Colvin_7.2/SW
Personal Callback and Callback realated questions		For PCB prioritation in case of more one agent belongs to multiple Campai For more details please go thruogh the defect CSCte67840.
Agent stuck in issue.		As part of fake reservation call enchancement in 7.5(6) eapim, there is a rad between the components PIM, OPC,Dialer,CTIOS clients. It has different s CTIOS client type.Due The fix ES 32 in IPCC PG should resolve the issue.