

Personal /Regular Callback is not scheduled for an outbound call immediately after the PIM failover

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| Problem Summary | Callback is not getting scheduled for the call that was active prior to EAPIM failover and that is provided to the Agent after the PIM failover |
| Error Message | N/A |
| Possible Cause | When there is a EA PIM failover the dialer flushes the active call to the Campaign Manager with CallResult 10 (Voice). But Peripheral Gateway maintains the snapshot of the call that was active prior to Failover and sends the snapshot of the same call to the Agent after the failover. Now the agent will not be able to schedule a callback for the active call since it was flushed by the Dialer earlier (before EA PIM failover). |
| Recommended Action | None. |
| Release | Release 7.5(1),7.2(1) |
| Associated CDETS # | CSCte98305 |