

## Administrative script which sets the OutboundControl variable or reservation percentage is running, but the modes/percentages are not updated at the Dialer

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| <b>Problem Summary</b>    | Administrative script which sets the OutboundControl variable or reservation percentage is running, but the modes/percentages are not being updated at the Dialer  |
| <b>Error Message</b>      | N/A  |
| <b>Possible Cause</b>     | Skill being controlled is the primary or secondary skill<br>OutboundControl variable mode is spelled incorrectly   |
| <b>Recommended Action</b> | Make sure that the skill being controlled is the base skill group, and not the primary or secondary skill groups. Although agents might be logged into just the primary or secondary skill group, always set the OutboundControl variable and reservation percentage on the base skill group. Verify that the OutboundControl variable mode is spelled correctly. (The Script Editor displays a warning if it does not recognize the OutboundControl variable name.) |
| <b>Release</b>            | 7.5(1) and 8.0   |
| <b>Associated CDETS #</b> | None   |