

## Campaign Manager is not providing customer records for a campaign

<b>Problem Summary</b>	Campaign Manager is not providing customer records for a campaign
<b>Error Message</b>	N/A
<b>Possible Cause</b>	<ul style="list-style-type: none"> <li>• Expected query rule is inactive</li> <li>• Campaign has run out of records</li> <li>• Campaign, Query Rule, or Import Rule definitions are not enabled</li> <li>• Skill groups are not included in campaign</li> <li>• Global dialing time does not allow campaign to run</li> <li>• Zone 1 or Zone 2 dialing time is not set correctly</li> <li>• Query Rule time is not currently in range</li> </ul>
<b>Recommended Action</b>	<p>Examine the Campaign Manager EMS log to determine if the expected query rule is active. As each query rule changes state, a Trace message dumps to the log along with the reason the query rule changed state (for example, time, penetration achieved, etc.).</p> <p>Examine the Campaign Manager EMS log to determine if the campaign has run out of records. As the Outbound Option Dialer requests records from the Campaign Manager, it logs successful or unsuccessful attempts.</p> <p>Make sure that ALL of the following are enabled:</p> <ul style="list-style-type: none"> <li>• The desired campaign</li> <li>• The Query Rule definition</li> <li>• The Import Rule definition to which the query rule applies</li> </ul> <p>These can all be verified within the Outbound Option Configuration Components. The Campaign, Import Rule, and Query Rule definition tabs must all be enabled by clicking the <b>Enable</b> checkbox in the definition tabs for each component.</p> <p>Make sure that the skill groups which the Outbound Option Dialer is requesting are included in the campaign.</p>
<b>Release</b>	Release 7.5(1) and 8.0
<b>Associated CDETS #</b>	None.