

Records abandoned to the IVR are retried by the Outbound Option

Problem Summary	Records Abandoned To IVR are retried by the Outbound option.
Error Message	
Possible Cause 1	The Dialer after abandoning the call to IVR, retries the same record. There by the same record is dialed out again.
Recommended Action 1	Create a registry "HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\ICM\<inst>\LoggerA\BlendedAgent\CurrentVersion\CloseAbandonedToIVR" and set it to 1. There by the IVR Abandoned records are updated with call status as "closed" rather than "Retry".
Release	Release 7.0, 7.5(1) and 8.0
Associated CDETS #	None.