

## Records abandoned to the IVR are retried by the Outbound Option

<b>Problem Summary</b>	Records Abandoned To IVR are retried by the Outbound option.
<b>Error Message</b>	
<b>Possible Cause 1</b>	The Dialer after abandoning the call to IVR, retries the same record. There by the same record is dialed out again.
<b>Recommended Action 1</b>	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".
<b>Release</b>	Release 7.0, 7.5(1) and 8.0
<b>Associated CDETS #</b>	None.