

Records abandoned to the IVR are retried by the Outbound Option

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| 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. |