

CPS is low even if Port throttle of the dialer configuration set is high as 20

Problem Summary	CPS is low even if the Port Throttling in the dialer is set as high as 20.
Error Message	N/A
Possible Cause	<ol style="list-style-type: none"> 1)The dialer will not dial beyond the 20 cps if the value of Port Throttle is set to 20 2) GW capacity doesn't support 20 cps 3) CUSP capacity doesn't support 20 cps 4) Not enough dialer ports configured 4) Misconfiguration of Campaign
Recommended Action	<ol style="list-style-type: none"> 1) Check GW capacity. Lots of call results 6 could indicates the dialer is over dialing. 2) Check CUSP capacity if SIP Dialer connects with CUSP. Using CLI to check CUSP capacity. For an example: CS5-CUSP1(cusp)# sh license Installed license: FL-CUSP-100 (100+CPS) 3) Check SRND to make sure there are enough dialer ports configured for the dialer. 4) Make sure ?Record to cache? of Campaign Skill Group? is set correctly. 5) Make sure ?Penetration? of Campaign Query Rule is set correctly. 6) Check Dialer Perfmon counters and Event view logs to do further trouble shooting other issues.
Release	Release 8.0
Associated CDETS #	None.