

## Customer current time lags system time by 30 minutes

<b>Problem Summary</b>	Customer located on a half hour GMT boundary will have issues with the dialer, where calls will reach the customer half hour earlier than the scheduled time and any rescheduled calls will be half hour off. Start and stop ranges will be half hour off as well.
<b>Error Message</b>	None
<b>Possible Cause</b>	* If the customer phone numbers are in half hour time zone (Ex: India +5:30) for a particular campaign.
<b>Recommended Action</b>	<ul style="list-style-type: none"> <li>• Change the dialing times to start and stop on a half hour boundary to correct for the time range.</li> <li>• There is no way to correct callback times.</li> </ul>
<b>Release</b>	Release 7.0, 7.1, 7.5
<b>Associated CDETS #</b>	CSCma26573