

## Dialers Have Low Idle Times/High Busy Times

<b>Problem Summary</b>	Both Dialers have relatively low idle times and high all ports busy times.
<b>Error Message</b>	N/A
<b>Possible Cause</b>	Dialers have been over-subscribed. The combination of number of agents, DialingList hit rate, and average handle time are likely more than the deployed number of ports the Dialer can handle.
<b>Recommended Action</b>	<p>Try the following:</p> <ul style="list-style-type: none"> <li>• Reduce the number of agents working on the campaign</li> <li>• Move a campaign to a skill group on another agent PG</li> <li>• Add more Dialer ports to the solution, possibly on another agent PG</li> </ul>
<b>Release</b>	Release 7.5(1) and 8.0
<b>Associated CDETS #</b>	None.