

Dialers Have Low Idle Times/High Busy Times

Problem Summary	Both Dialers have relatively low idle times and high all ports busy times.
Error Message	N/A
Possible Cause	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.
Recommended Action	<p>Try the following:</p> <ul style="list-style-type: none"> • Reduce the number of agents working on the campaign • Move a campaign to a skill group on another agent PG • Add more Dialer ports to the solution, possibly on another agent PG
Release	Release 7.5(1) and 8.0
Associated CDETS #	None.