

Many Retries at Start of Append Campaign

Problem Summary	A large number of retries are occurring the beginning of an append campaign.
Error Message	N/A
Possible Cause	This sometimes occurs when Running campaigns with an append import and max attempts greater than one. As a general rule, retries tend to have a lower hit rate than pending records, so this might result in longer idle times for agents until the first group of retries are handled because retry records normally have priority over pending records by default. The number of records increase as you increase the retry time.
Recommended Action	<p>Try the following:</p> <ul style="list-style-type: none"> • Shorten the retry times to reduce the number of retries that will be scheduled at the end of the day. • Change the Campaign Manager priority scheme so all numbers and records are tried once before any retries are attempted. This is done by setting the "PendingOverRetryEnabled" registry key to 1 in the Campaign Manager. • Modify the campaign import to use the overwrite option instead of the append option and import.
Release	Release 7.5(1) and 8.0
Associated CDETS #	None.