

Predictive Dialing - Abandon Rate of 0 with a Long Idle Time

Problem Summary	Abandon rate of 0 with a long idle time
Error Message	N/A
Possible Cause	There has been a sharp drop in the Predictive Dialer hit rate. When this occurs, the idle time remains low until the Dialer has enough time to increase the Lines Per Agent. Particularly in the case of a large hit rate drop and a small number of agents per skill group per campaign per dialer, this adjustment can take some time. (For example, in a scenario with a 70% hit rate drop and 10 agents per skill group per campaign per dialer, this adjustment can take up to an hour. Note also that this hit rate drop is relative; in this scenario, the new hit rate after the drop would equal 30% of the old hit rate.)
Recommended Action	Increase the Gain parameter on the Predictive Dialing Settings dialog box. You can access this dialog box by clicking the Advanced button in the Dialing Options section of the Campaign General Tab.
Release	Release 7.5(1) and 8.0
Associated CDETS #	None.