

Small skill groups not being dialed

Problem Summary	Small skill groups not being dialed													
Error Message	N/A													
Possible Cause	Percentage of agents reserved in skill groups are not balanced evenly													
Recommended Action	<p>Balance the percentage of agents being reserved in skill groups. If a skill group is too small as compared to other large skill groups, the Outbound Option Dialer might not dial for that skill group.</p> <p>For example, consider the following scenario using three skill groups:</p>													
	<table border="1"> <thead> <tr> <th>Name</th> <th>Agents</th> <th>% of Agents Outbound Option Dialer Can Reserve</th> </tr> </thead> <tbody> <tr> <td>S1</td> <td>40</td> <td>100%</td> </tr> <tr> <td>S2</td> <td>55</td> <td>100%</td> </tr> <tr> <td>S3</td> <td>5</td> <td>100%</td> </tr> </tbody> </table>		Name	Agents	% of Agents Outbound Option Dialer Can Reserve	S1	40	100%	S2	55	100%	S3	5	100%
	Name	Agents	% of Agents Outbound Option Dialer Can Reserve											
	S1	40	100%											
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<p>Assume that the Outbound Option Dialer has 24 ports, which allocates ports to each skill group according to their strength; therefore, the third skill group (S3) will only get 5% of the ports (5% of 24 ports is approximately equal to 1 port). 1 port is not enough to dial the customer and reserve the agents, so the Outbound Option Dialer will not reserve any agents in the S3 skill group.</p>														
<p>Therefore, in this type of scenario, the following can be done:</p> <ul style="list-style-type: none"> • Balance out the skill groups by either putting more agents in a small skill group or by lowering the percentages in the large skill groups. • Add more dialers. • Add more ports to the existing dialer. 														
Release	Release 7.5(1) and 8.0													
Associated CDETS #	None.													