

Uneven Distribution of Calls Between Dialers

Problem Summary	A Dialer report indicates that one Dialer processes significantly more attempts than the other Dialer, and that agents handled on the Dialer handling fewer agents have longer idle times.
Error Message	N/A
Possible Cause	This is likely because of the way Dialers detect when agents are available, as one Dialer will often see the agents come available first.
Recommended Action	Consider switching to a single Dialer configuration.
Release	Release 7.5(1) and 8.0
Associated CDETS #	None.