

## Uneven Distribution of Calls Between Dialers

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| <b>Problem Summary</b>    | 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. |
| <b>Error Message</b>      | N/A  |
| <b>Possible Cause</b>     | This is likely because of the way Dialers detect when agents are available, as one Dialer will often see the agents come available first.  |
| <b>Recommended Action</b> | Consider switching to a single Dialer configuration.   |
| <b>Release</b>            | Release 7.5(1) and 8.0   |
| <b>Associated CDETS #</b> | None.  |