

## Uneven Distribution of Calls Between Dialers

<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.