

## Customer is called multiple times in a short time span if the customer does not pick up

<b>Problem Summary</b>	Customer is called multiple times in a short time span if the customer does not pick up
<b>Error Message</b>	N/A
<b>Possible Cause</b>	The PersonalCallbackTimeToRetryNoAnswer setting might be smaller than the CallbackTimeLimit setting in the Outbound Option registry
<b>Recommended Action</b>	Increase the PersonalCallbackTimeToRetryNoAnswer setting to make fewer customer calls within the time range specified in the CallbackTimeLimit setting.
<b>Release</b>	Release 7.5(1) and 8.0
<b>Associated CDETS #</b>	None.