

Outbound Option Dialer stops dialing personal callback records after cycling

Problem Summary	Outbound Option Dialer stops dialing personal callback records after cycling
Error Message	N/A
Possible Cause	The Campaign Manager waits two minutes before reselecting a personal callback dialer when the active dialer (dialing the personal callback) disconnects
Recommended Action	Make sure that both PersonalCallback DNs are configured on MRPIMs for both dialers, and that the scripts for personal callback are set up to work correctly so both dialer can reserve agents for personal callback.
Release	Release 7.5(1) and 8.0
Associated CDETS #	None.