

Outbound Option Dialer stops dialing personal callback records after cycling

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| 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. |