

## Personal callbacks are not taking place

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| <b>Problem Summary</b>      | Personal callbacks are not taking place  |
| <b>Error Message</b>        | N/A  |
| <b>Possible Cause 1</b>     | <ul style="list-style-type: none"> <li>• Personal callbacks are disabled for a particular campaign</li> <li>• No records in the Personal_Callback_List</li> </ul>  |
| <b>Recommended Action 1</b> | <p>Enable the personal callback campaign setting.</p> <p><b>Note:</b> See the "Configuring and Scheduling the Personal Callback Feature" section in Chapter 3, "Installing Outbound Option," for instructions on how to enable the personal callback campaign setting.</p>   |
| <b>Possible Cause 2</b>     | Outbound Option Dialer and Campaign Manager are not running and are not communicating with each other  |
| <b>Recommended Action 2</b> | Start the Outbound Option Dialer and Campaign Manager using Node Manager.  |
| <b>Possible Cause 3</b>     | Personal callback setting is not compatible with agent setup   |
| <b>Recommended Action 3</b> | <p>Check the personal callback setting:</p> <ul style="list-style-type: none"> <li>• If it is not set to 1, the agent that is scheduled to make the personal callback must be logged in.</li> <li>• If the entry is set to 1 and the agent that is scheduled to make the personal callback is not logged in, agents must be logged in, available, and accessible through the VDN assigned to the callback record.</li> </ul> |
| <b>Possible Cause 4</b>     | Personal callback time setting is not large enough   |
| <b>Recommended Action 4</b> | Make sure the personal callback time setting, CallbackTimeLimit, is set to allow enough time to make the personal callback. For example, if this entry is set to 1, this only allows a one-minute window for making the personal callback.   |
| <b>Possible Cause 5</b>     | Date for personal callback is not a valid dialing day  |
| <b>Recommended Action 5</b> | Make sure that the personal callback is set for a valid dialing day. Personal callbacks scheduled for Saturday and Sunday must be enabled by setting the PersonalCallbackSaturdayAllowed and PersonalCallbackSundayAllowed registry settings, respectively.  |
| <b>Release</b>              | Release 7.5(1) and 8.0   |
| <b>Associated CDETS #</b>   | None.  |