Outbound Agent stuck in Reserved State

Problem Summary	The Outbound Agent might get stuck in Reserved after accepting the Preview Outbound Call
Error Message	None
Possible Cause	There might be a few possible causes for this - duplicate DialingList records being retrieved, dialinglist update not successful or some other cause
Recommended Action	Close the CAD and login the agent again
Release	Release 8.0(1)
Associated CDETS #	CSCtd94371