

**Outbound Agent stuck in Reserved State**

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