

Outbound Agents are ready for long time

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| Problem Summary | Outbound Agents remaining in Ready state for a long time. Even though contacts are there to be dialed, the agents aren't getting Reserved for Outbound call |
| Error Message | Symptoms to detect - The agent gets to Reserved state only after one or more agents belonging to the same CSQ are moved to Ready state. |
| Possible Cause | Follow the case analysis in SR-612961461 for root cause analysis. This is a known defect. |
| Recommended Action | Upgrade to the version containing the fix for CSCtf25138. |
| Release | Release 8.0(1) |
| Associated CDETS # | CSCtf25138 |