

Outbound Agents are ready for long time

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