

## Outbound Agents are ready for long time

<b>Problem Summary</b>	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
<b>Error Message</b>	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.
<b>Possible Cause</b>	Follow the case analysis in SR-612961461 for root cause analysis. This is a known defect.
<b>Recommended Action</b>	Upgrade to the version containing the fix for CSCtf25138.
<b>Release</b>	Release 8.0(1)
<b>Associated CDETS #</b>	CSCtf25138