

Outbound calls are not getting dialed

| | |
|---------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Problem Summary | Outbound calls are not getting dialed. |
| Error Message | None. |
| Possible Cause | The Outbound subsystem service could be down, the campaign not enabled, the campaign does not have the correct start and end times, the customer dialing time range is incorrect, inbound calls are taking precedence, and/or contacts might not have been imported for the campaign. |
| Recommended Action | <p>Ensure that:</p> <ul style="list-style-type: none"> • Agents are available in the CSQ(s) assigned to the campaign. • The Outbound System Service is in service. If you have a two-node cluster, then ensure that Config Data Store is running on both nodes. • The campaign is enabled. • The campaign has correct start and end times. • The customer dialing time range is correct. • Non-Cisco IP Phone Agent (non-IPPA) agents are available (Inbound calls take precedence). • Contacts have been imported for the campaigns. • The number of Outbound seats is greater than zero (0) in the System Parameters Configuration page in Cisco Unified CCX Administration. |
| Release | Release 7.0(1) |
| Associated CDETS # | None. |