

Real-Time\_Report\_shows\_a\_mismatch\_in\_the\_number\_of\_attempted,\_Voice\_and\_customer\_abandoned\_calls

<b>Problem Summary</b>	Real-Time Report shows a mismatch in the number of attempted, Voice and customer abandoned calls
<b>Error Message</b>	NA
<b>Possible Cause</b>	NA.
<b>Recommended Action</b>	<p>1. If the call was disconnected before CPA was done, then the counter gets incremented for attempted and customer abandoned fields.</p> <p>2. If the call was disconnected after CPA was done, then the counter gets incremented for attempted, voice, active and customer abandoned fields and hence the counters won't match. Please exclude customer abandoned counter in this case, as documented.</p>
<b>Release</b>	Release 8.5(1)
<b>Associated CDETS #</b>	NA