

Real-Time_Report_shows_a_mismatch_in_the_number_of_attempted,_Voice_and_customer_abandoned_calls

Problem Summary	Real-Time Report shows a mismatch in the number of attempted, Voice and customer abandoned calls
Error Message	NA
Possible Cause	NA.
Recommended Action	<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>
Release	Release 8.5(1)
Associated CDETS #	NA