

## Agent Reports and Outbound Calls

<b>Problem Summary</b>	The general agent reports do not display Outbound calls.
<b>Error Message</b>	N/A
<b>Possible Cause</b>	ICM cannot differentiate outbound calls in general agent reports.
<b>Recommended Action</b>	Use the Outbound reports or report on agents by skill group.
<b>Release</b>	Release 7.5(1) and 8.0
<b>Associated CDETS #</b>	None.