

Dialer Reports and Interval Data

Problem Summary	Outbound Option dialer reports have missing data.
Error Message	N/A
Possible Cause	Historical dialer reports combine Campaign Query and Skill Group data. If 15-minute interval data is enabled for the dialer's peripheral, certain skill group information will be missing in reports.
Recommended Action	All peripherals that support Outbound Option dialers must be set to a half-hour interval.
Release	Release 7.5(1) and 8.0
Associated CDETS #	None.