

## Dialer Reports and Interval Data

<b>Problem Summary</b>	Outbound Option dialer reports have missing data.
<b>Error Message</b>	N/A
<b>Possible Cause</b>	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.
<b>Recommended Action</b>	All peripherals that support Outbound Option dialers must be set to a half-hour interval.
<b>Release</b>	Release 7.5(1) and 8.0
<b>Associated CDETS #</b>	None.