

Requery on parent reflects as an abandoned call on parent and child

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| Problem Summary | While doing enterprise queuing at the parent with Unified CVP, the call is sent to a Unified SCCE child and the agent does not answer. The Requery feature on the Parent pulls the call back. On the childm this is reflected as an abandon call with a call disposition of 3 Abandon Ring. On the parent, the call is reflected as call disposition 4, Abandon Delay. This reflects an abandoned call on both the TCD record as well as Call Type Half Hour data on both parent and child. |
| Error Message | None, but see symptom for what appears in the reports. |
| Possible Cause | Due to the nature of requery, there is no way to avoid this situation. |
| Recommended Action | Create custom reporting to calculate the true number of abandons. Total number of abandons = (RCD.RouterErrorCode = 448) + (TCD.CallDisposition = 3) |
| Release | Release 7.5(1) and 8.0 |
| Associated CDETS # | None. |