

Tracking Calls Abandoned at the VRU

Problem Summary	You suspect that a high percentage of calls are being abandoned at the VRU.
Error Message	N/A
Possible Cause	Customers are hanging up because they are frustrated by the wait.
Recommended Action	Use the Call Type Half Hour (WebView) and Call Type Historical (Unified IC) reports to determine whether the abandoned calls fields are incremented.
Release	Release 7.5(1) and 8.0
Associated CDETS #	None.