

## Tracking Calls Abandoned at the VRU

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