

## The callback is initiated from the agent's phone but does not reach the intended target customer phone

<b>Problem Summary</b>	An agent responds to a request for a callback, but the call is not connected to the customer.
<b>Error Message</b>	None
<b>Possible Cause</b>	Misconfigured dial plan.
<b>Recommended Action</b>	Check the termination call detail (TCD) to determine the number the callback attempted to reach. The ?DigitsDialed? column shows the full phone number that was sent to Communications Manager (UCM) to be used to place the call to the customer. The number includes any pre-pended digits added by a dial plan.  With this number, troubleshoot the call as you would any other agent-initiated call.
<b>Release</b>	Release 10.0(1), 10.5(1)
<b>Associated CDETS #</b>	None

The callback is initiated from the agent's phone but does not reach the intended target customer phone