

The callback request is not canceled, even though a cancellation request was submitted

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| Problem Summary | A user canceled their callback request and the cancellation request was submitted, but the callback still went through. |
| Error Message | None |
| Possible Cause | There is a natural race condition between CCE selecting an agent to service the request and the customer canceling the request. If CCE selects an agent before the customer cancels the request, the cancellation fails and the customer still receives a callback. |
| Recommended Action | None |
| Release | Release 10.0(1), 10.5(1) |
| Associated CDETS # | None |