

## The callback request waits "forever" for an agent

<b>Problem Summary</b>	A callback request is initiated, but no agent ever calls the user.
<b>Error Message</b>	None
<b>Possible Causes</b>	<ul style="list-style-type: none"> <li>• The tag that is automatically being applied by the Callback feed doesn't match the tag that triggers the notification.</li> <li>• The campaign configured in the Connection to CCE Notification is not configured to include the Callback feed to which the request is being submitted.</li> <li>• The routing script is improperly configured in CCE.</li> <li>• There is no agent available in the skill group or precision queue being routed to.</li> </ul>
<b>Recommended Actions</b>	<ul style="list-style-type: none"> <li>• Make sure that the Automatic tag being applied by the Callback feed matches exactly the tag configured to trigger the Connection to CCE notification.</li> <li>• Change the campaign referenced by the Connection to CCE Notification to be the campaign that contains your Callback feed.</li> <li>• Add your Callback feed to the campaign configured in the Connection to CCE Notification.</li> <li>• Check and correct (if necessary) your routing script.</li> </ul>
<b>Release</b>	Release 10.0(1), 10.5(1)
<b>Associated CDETS #</b>	None