

The callback request waits "forever" for an agent

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