

The callback request waits "forever" for an agent

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