

The_agent_can_make_and_receive_internal_calls_but_cannot_make_external_calls

The agent can make and receive internal calls but cannot make external calls

Problem Summary	The agent can make and receive internal calls, but cannot make any external calls.
Error Message	None.
Possible Cause	The dial string properties in Cisco Desktop Administrator must be configured correctly for outgoing calls. For example, some switches are set up to automatically prefix a 9 to get an outside line, while others require the agent to enter the 9 prefix to the external phone number.
Recommended Action	Ensure that the dial string properties are configured correctly.
Release	CAD Unified CCX 8.5
Associated CDETS #	None.