

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**

<b>Problem Summary</b>	The agent can make and receive internal calls, but cannot make any external calls.
<b>Error Message</b>	None.
<b>Possible Cause</b>	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.
<b>Recommended Action</b>	Ensure that the dial string properties are configured correctly.
<b>Release</b>	CAD Unified CCX 8.5
<b>Associated CDETS #</b>	None.