

Timing issue with Dequeue All step

Problem Summary	When Dequeue All step is used immediately before Select Resource step, timing issue leads to the interruption in agent selection.
Error Message	NA
Possible Cause	The engine may execute Dequeue and Select Resource step from all CSQs in the same millisecond. However, SS_CM may process the dequeue request after the select resource step is executed. This leads to the connect being interrupted by a resource available interruption.
Recommended Action	Add a small delay of two seconds between Dequeue All and Select Resource step.
Release	Release 8.5(1)
Associated CDETS #	CSCty71015

<Replace this entire line with the required category or categories. Add double, square brackets at the beginning and end of the category. Select a category from the previous page. Do not enter your own.>