

# Troubleshoot the Cisco Outbound Option Dialer When it Does Not Dial

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## Introduction

This document describes the step-by-step procedure you use to troubleshoot the Cisco Outbound Option Dialer when the Dialer does not dial.

## Prerequisites

### Requirements

Cisco recommends you have knowledge of these topics:

- Cisco Intelligent Contact Management (ICM)
- Blended Agent Outbound Dialing
- Familiar with Dialogic Cards and software/drivers

### Components Used

The information in this document is based on Cisco ICM version 5.0 and later.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

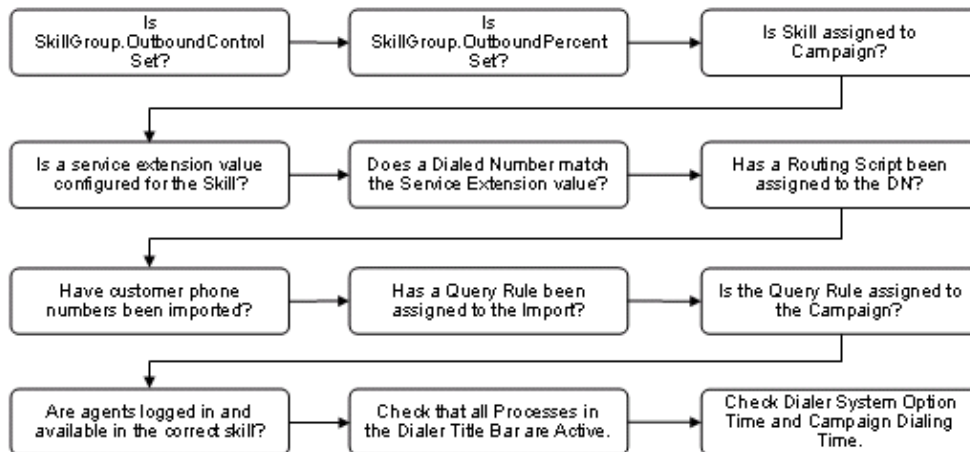
## Conventions

Refer to the Cisco Technical Tips Conventions for more information on document conventions.

## Troubleshoot the Problem

There are twelve steps to follow when you troubleshoot the Cisco Outbound Option Dialer when the Dialer does not dial.

**Figure 1: Twelve Steps You Use to Troubleshoot the Cisco Outbound Option Dialer**



## SkillGroup.OutboundControl Set

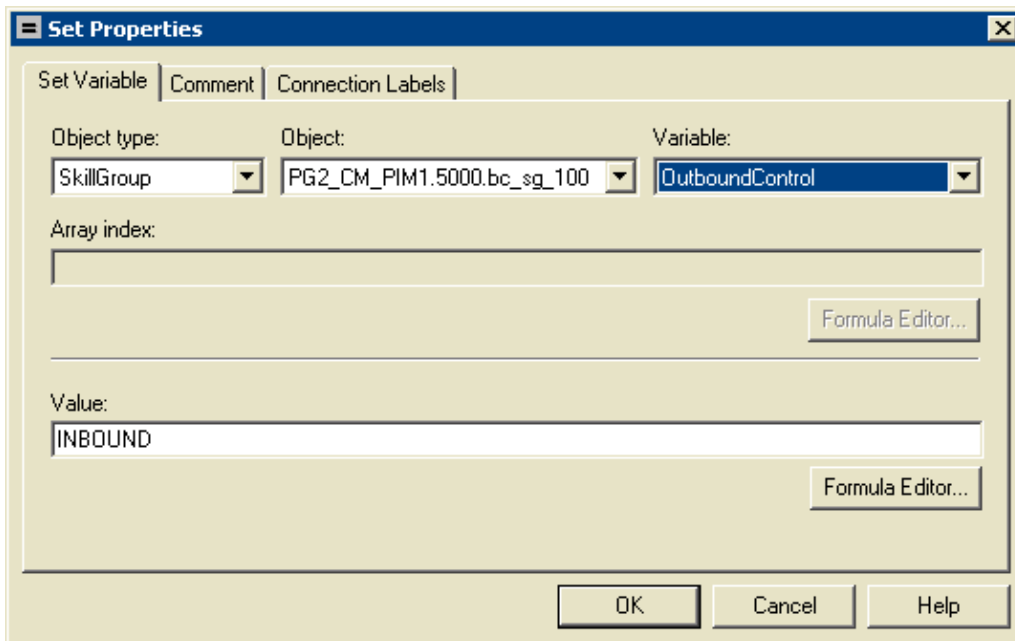
Contact Center Managers control the agent mode by setting a well-defined skill group variable, "Outbound Control," to one of the values in Table 1.

Value	String	Corresponding Numeric Value	Description
INBOUND	0	Dedicated Inbound Mode	
PREDICTIVE_ONLY	1	Dedicated Outbound Mode	
PREDICTIVE_BLENDED	2	Call by Call Blending	
PREVIEW_ONLY	3	Dedicated Outbound Mode	
PREVIEW_BLENDED	4	Call by Call Blending	
PROGRESSIVE_ONLY	5	Dedicated Outbound Mode	
PROGRESSIVE_BLENDED	6	Call by Call Blending	

Complete these steps in order to verify if it is configured correctly.

1. Double-click the **Script Editor** icon in the Cisco ICM Admin Workstation (AW) group. The Script Editor window opens.
2. In Script Editor, choose **File > Open**.
3. Select the Administrative Script that controls the specific skill group that has the problem.
4. Click **Open**.
5. Double-click the **Set Variable** node that defines the OutboundControl variable for the specific skill group that has the problem. The Set Properties dialogue menu opens, as Figure 2 shows.
6. Verify that **Object type**, **Object**, **Variable**, and **Value** are configured correctly.

**Figure 2: Set Properties**

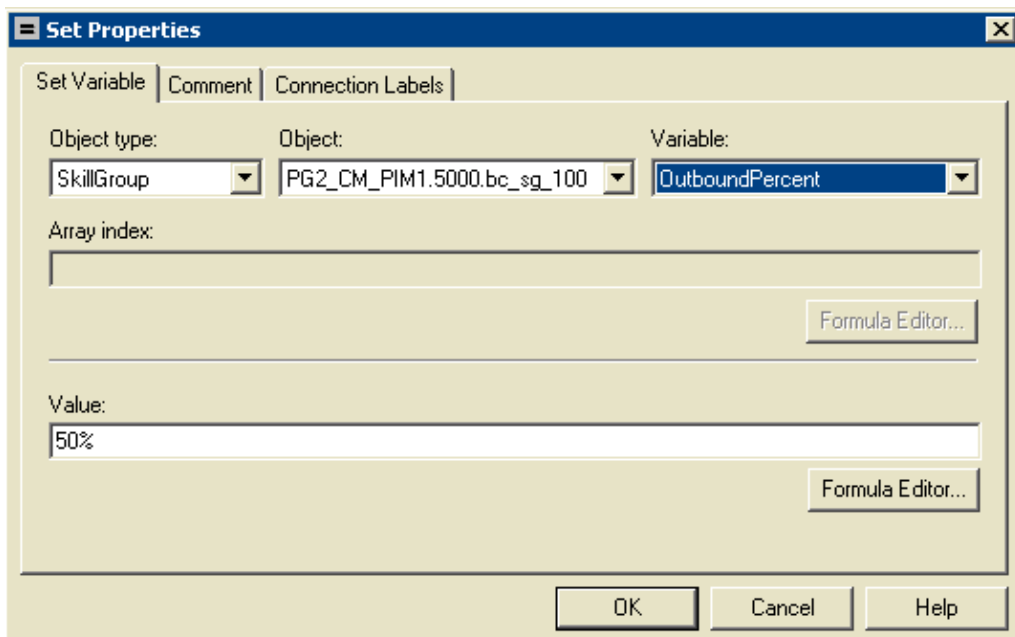


## SkillGroup.OutboundPercent Set

The OutboundPercent variable controls the percentage of agents, which are logged into a particular skill group, and should be used to dial outbound. This variable does not allocate specific agents for outbound dialing, just a total percentage.

1. Double-click the **Script Editor** icon in the Cisco ICM AW group. The Script Editor window opens.
2. In Script Editor, choose **File > Open** from the menu bar. The Open dialog box opens.
3. Select the Administrative Script that controls the specific skill group that has the problem. Click **Open**.
4. Double-click the **Set Variable** node that defines the OutboundPercent variable for the specific skill group that has the problem. The Set Properties dialogue menu opens, as Figure 3 shows.
5. Verify that **Object type**, **Object**, **Variable**, and **Value** are configured correctly.

**Figure 3: Set Properties**



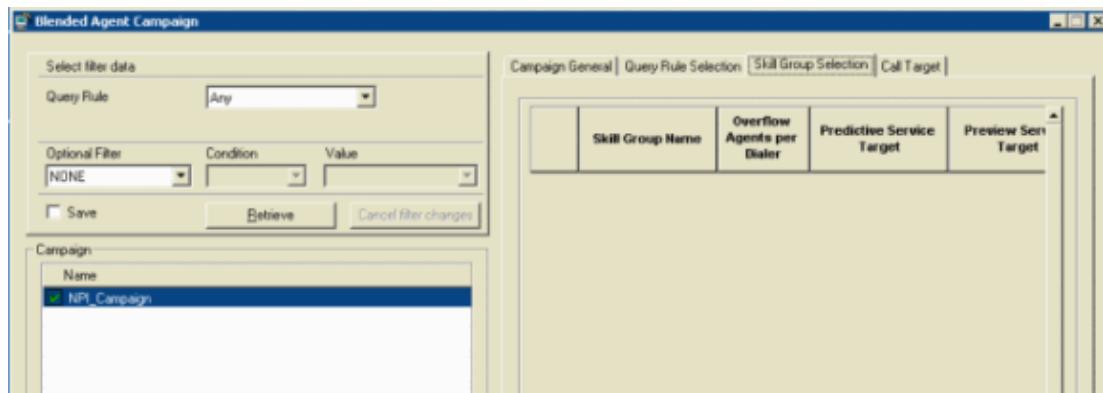
## Skill Assigned to Campaign

Blended agent views campaigns and query rules as logical entities that group a set of contacts together. Use the Blended Agent – Campaign tool in order to build a relationship between skill groups and campaigns.

**Note:** The maximum number of skill groups per campaign is 20.

1. From the Configuration Manager menu, select **Blended Agent > Blended Agent – Campaign**. The Blended Agent Campaign window opens, as Figure 4 shows.
2. In the Select filter data box, select the filters you want.
3. Click **Retrieve**. This displays a list of the retrieved blended agent campaign(s) in a list box..
4. In the list box, select the blended agent campaign whose records you want to view. The configuration information of the selected blended agent campaign displays in the tabbed fields on the right.
5. Click the **Skill Group Selection** tab.
6. Verify the information in the Skill Group Selection tab fields.

**Figure 4: Blended Agent Campaign**



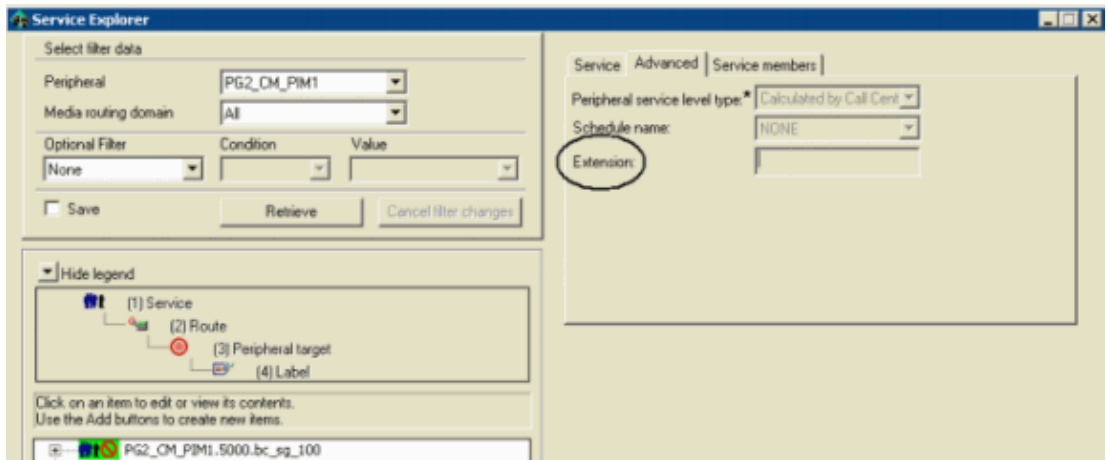
## Service Extension Value Configured for the Skill

Complete these steps in order to verify a service extension value is configured for the skill.

Select the target service in the left pane.

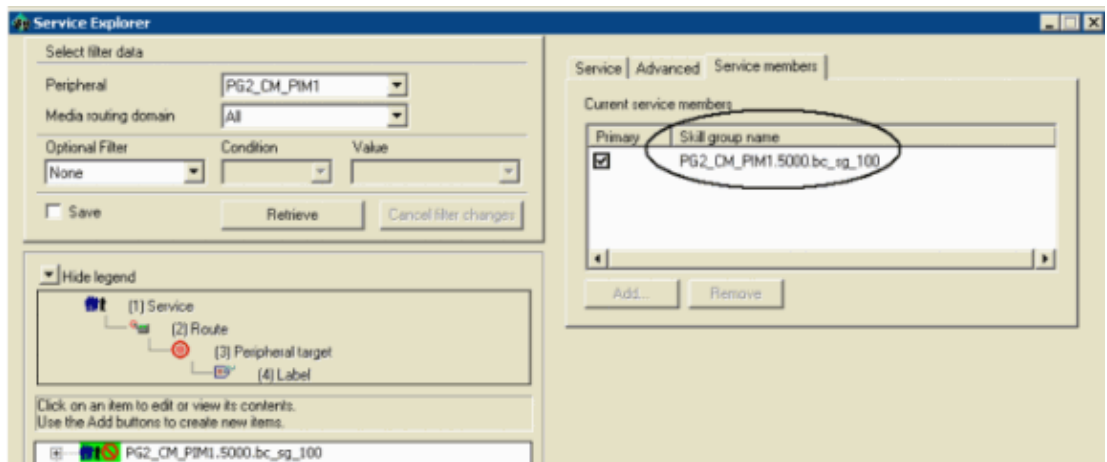
1. On an AW, from the Configuration Manager menu, choose **Tools > Explore Tools > Service Explorer**, as Figure 5 shows.
2. In the Select filter data box, select the filters you want.
3. Click **Retrieve**.
4. Click the **Advanced** tab in order to verify the extension, as Figure 5 shows.

**Figure 5: Service Explorer**



5. Click the **Service Member** tab in order to verify the Skill group name, as Figure 6 shows.

**Figure 6: Service Explorer**

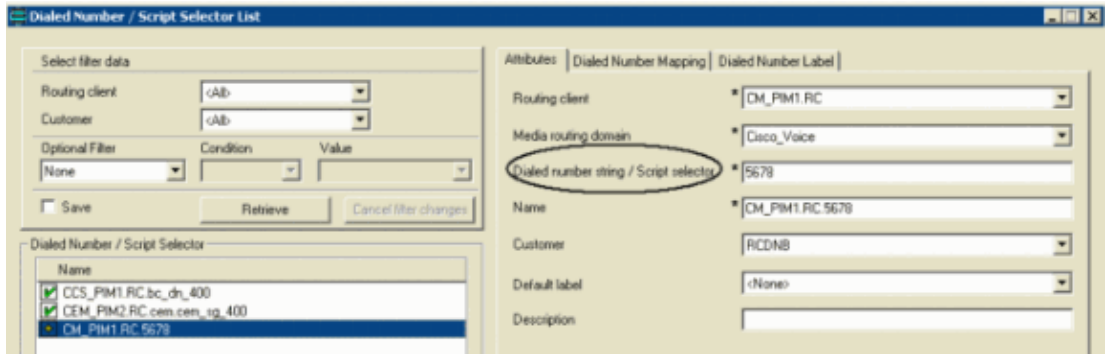


## Does a Dialed Number Match the Service Extension Value?

Service Extension is used by the Dialer to reserve agents. This extension must match the dialed number that is configured in the Media Routing (MR) Peripheral Gateway (PG). Complete these steps in order to verify that a dialed number matches the service extension value.

1. From the Configuration Manager menu, choose **Service Explorer Tools > Explore Tools**.
2. In the **Select filter data** box, select the filters you want.
3. Click **Retrieve**.
4. Select the target service in the left pane.
5. Click the **Advanced** tab in order to verify the extension, as Figure 5 shows.
6. From the Configuration Manager menu, choose **Tools > List Tools > Dialed Number/Script Selector List**.
7. Click **Retrieve**.
8. Select the target name in the **Dialed Number/Script Selector** section.
9. Click the **Attributes** tab in order to verify the Dialed number string/Script selector, as Figure 7 shows.

**Figure 7: Dialed Number/Script Selector List**

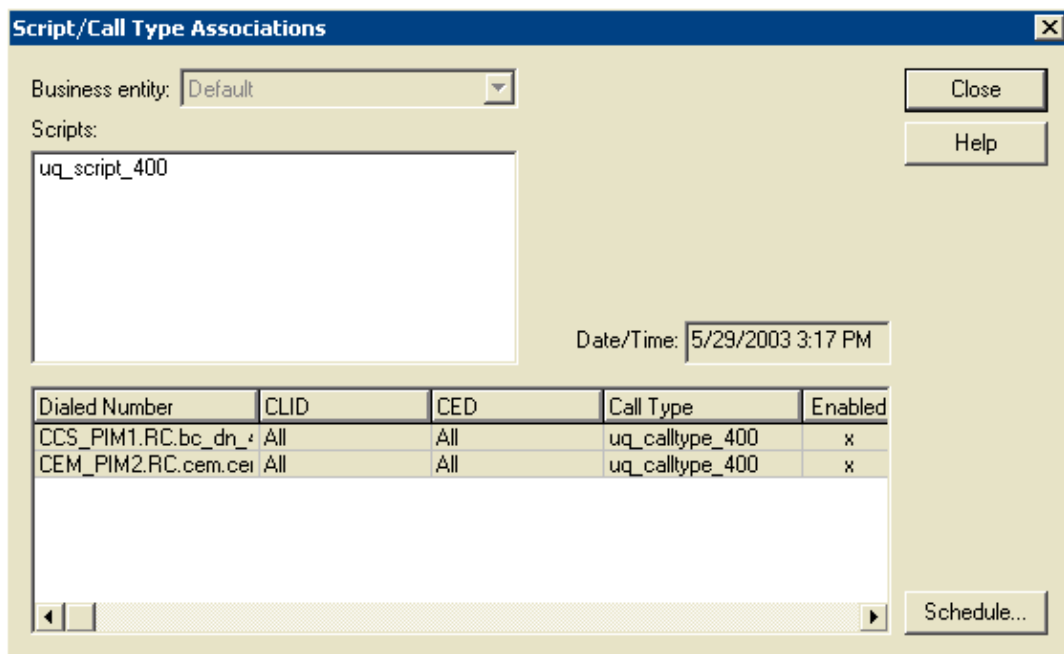


## Has a Routing Script Been Assigned to the DN?

Complete these steps in order to verify that a routing script is assigned to the dialed number (DN):

1. Launch Script Editor from the AW, the Script Editor menu appears.
2. Select **Script > Call Type Associations**. The Script/Call Type Association menu appears, as Figure 8 shows.

**Figure 8: Script/Call Type Associations**



3. Verify Scripts, Dialed Number, and other related information.

## Have Customer Phone Numbers been Imported?

The BA Import component, which resides on the Cisco ICM Logger, imports a customer's contact list. BA Import imports two types of lists:

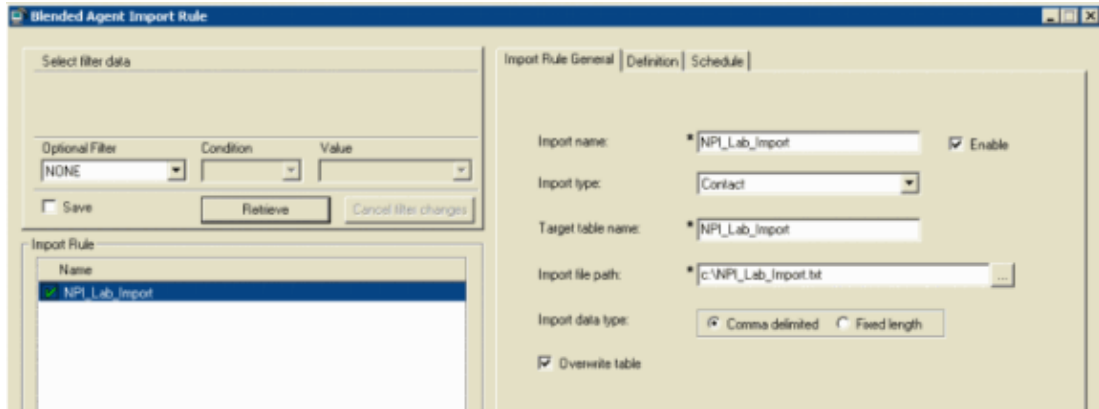
- **contact\_list**: Contains the phone number BA dials.
- **do\_not\_call\_list**: Contains a list of customers that do not want to be called.

Complete these steps in order to check that customer phone numbers are imported:

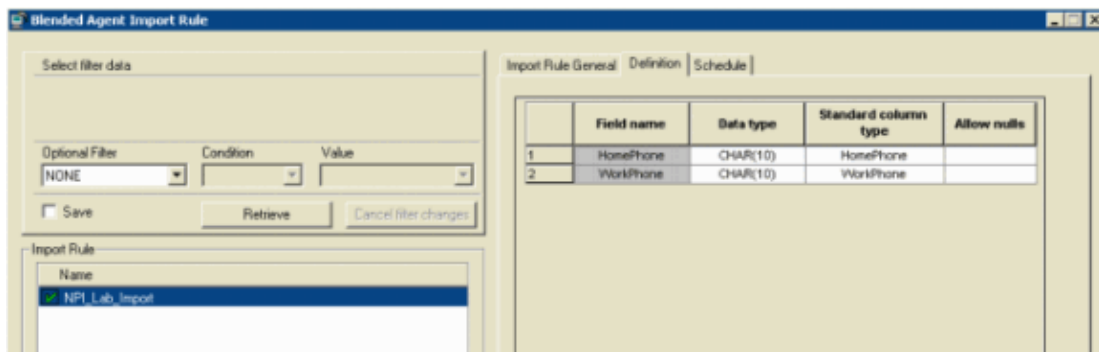
1. From the Configuration Manager menu, choose **Blended Agent > Blended Agent – Import**. The

- Blended Agent Import Rule window opens.
2. Click **Retrieve**. This displays a list of the retrieved Import Rule names in the left window.
  3. Select the target Import Rule name and the Blended Agent Import Rule window refreshes.
  4. Click **Import Rule General, Definition, and Schedule**. Figure 9, Figure 10, and Figure 11 appear respectively.

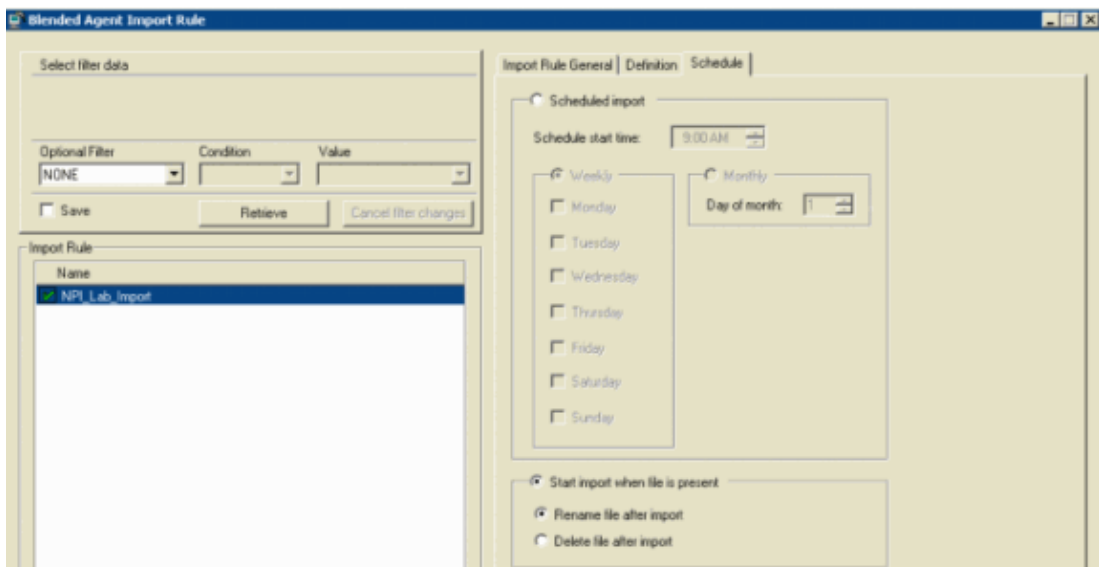
**Figure 9: Blended Agent Import Rule**



**Figure 10: Blended Agent Import Rule**



**Figure 11: Blended Agent Import Rule**



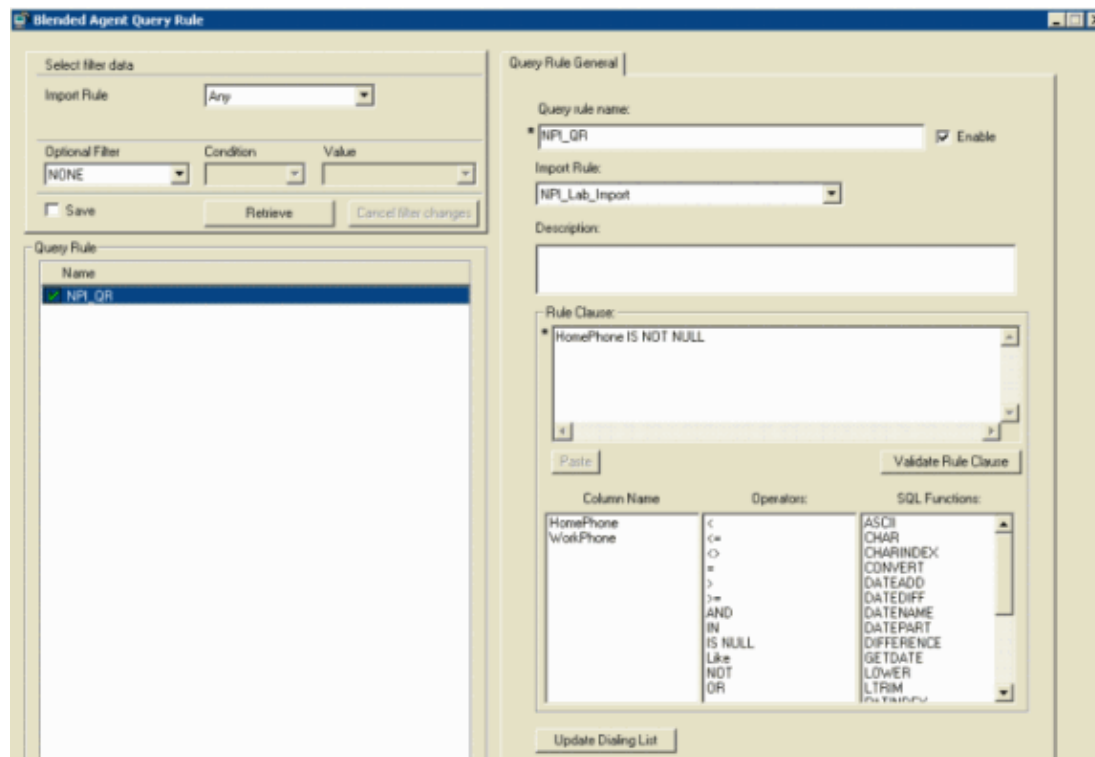
5. Verify all related information in Figure 9, Figure 10, and Figure 11.

## Has a Query Rule been Assigned to the Import?

Complete these steps in order to check that a query rule is assigned to the Import.

1. From the Configuration Manager menu, choose **Blended Agent > Blended Agent – Query Rule**. The Blended Agent Query Rule window opens.
2. In the **Select filter data** box, select the filters you want.
3. Click **Retrieve**. This displays a list of the retrieved Query Rule name in the left side of the window.
4. Select the target Query Rule name and the Blended Agent Query Rule window refreshes, as Figure 12 shows.

**Figure 12: Blended Agent Query Rule**



5. Verify all related information in Figure 12.

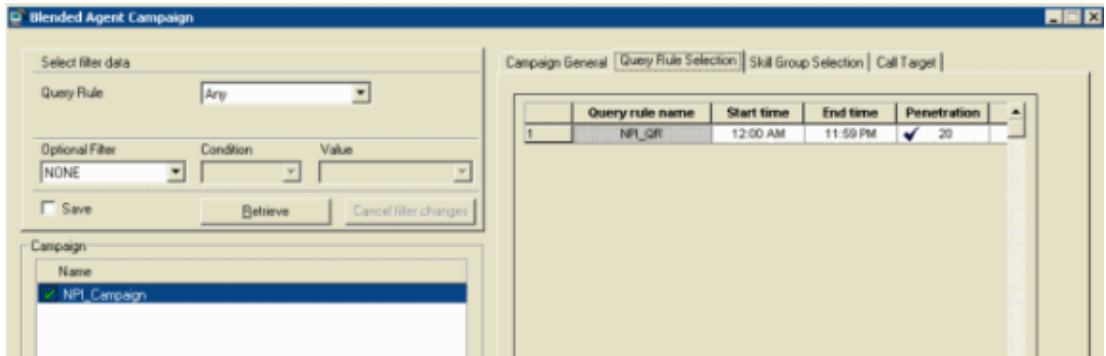
## Is the Query Rule Assigned to the Campaign?

Blended agent views campaigns and query rules as logical entities that group a set of contacts together. Use the Blended Agent – Campaign tool to build relationship between query rules and campaigns.

1. From the Configuration Manager menu, choose **Blended Agent > Blended Agent – Campaign**. The Blended Agent Campaign window opens.
2. In the Select filter data box, select the filters you want.
3. Click **Retrieve**. This displays a list of the retrieved blended agent campaign(s) in a list box on the left pane of the window.
4. In the list box, select the blended agent campaign records you want to view. The configuration information of the selected blended agent campaign displays in the tabbed fields on the right, as Figure 13 shows.
5. Click the **Query Rule Selection** tab.
6. Verify the information in the Query Rule Selection tab fields.

**Figure 13: Blended Agent Campaign**





## Are Agents Logged in and Available in the Correct Skill?

Complete these steps in order to verify that agents are logged in and available in the correct skill.

1. Connect **Procmon** to dialers.
2. Use the **dumpalloc** command to view how many records are available for dialing, how many agents are logged in, and how many agents are available for dialing.
3. The **dumpalloc** command provides real-time skill group dialing information, as Figure 14 and Figure 15 show.

**Figure 14: Real-time Skill Group Dialing Information**

Campaign	Skill ID	E	M	T	H-RT	Err	Abnd	R-Idle/Used	PreR	PPA	SG-Ports	LogIn	Av-Skl	Av-Dlr	Rsrvd	Rsvd/Max	Dial	Talk	Agnt	%
Campaign0	00200	N	R	O	0%	0%	0%	0/0	0	1.00	0 (0%)	0	0	0	0	0/0	0	0	0	100%
Campaign0	00200	N	R	O	0%	0%	0%	0/0	0	1.00	0 (0%)	0	0	0	0	0/0	0	0	0	100%
Campaign0	00200	N	R	O	0%	0%	0%	0/0	0	1.00	0 (0%)	0	0	0	0	0/0	0	0	0	100%
Callback	00000	N	A	O	0%	0%	0%	0/0	0	1.50	0 (0%)	0	0	0	0	0/0	0	0	0	100%

### Column Description

- **Campaign:** campaign name associated with skill
- **Skill:** peripheral skill number
- **ID:** ICM skill id
- **E:** enabled (Y or N)
- **M:** mode (N-None, P-Preview, R-Predictive/Progressive, A-Callback)
- **T:** type or direction (N-None, I-Inbound, O-Outbound, B-Blended)
- **H-RT:** call hit rate
- **Err:** call error rate
- **Abnd:** call abandon rate
- **R-Idle:** cached records available for dialing
- **Used:** cached records being used for dialing
- **PreR:** records reserved for future calls (should be 0 most of the time)

**Figure 15: Real-time Skill Group Dialing Information**

Campaign	Skill	ID	E	R	N	R-T	Err	Abnd	R-Idle/used	PreR	PPA	SG-Ports	Login	Av-Skl	Av-Dlr	Rsrve	Rsrvd/Max	Dial	Talk	Agnt	%	
Campaign:01	00100	05108	N	R	0	0%	0%	0%	0/0	0	0	1.00	0	(0%)	0	0	0	0/0	0	0	0	100%
Campaign:02	00100	05002	N	R	0	0%	0%	0%	0/0	0	0	1.00	0	(0%)	0	0	0	0/0	0	0	0	100%
Campaign:03	00100	05009	N	R	0	0%	0%	0%	0/0	0	0	1.00	0	(0%)	0	0	0	0/0	0	0	0	100%
Callbac:	00000	-0000	N	A	0	0%	0%	0%	0/0	0	0	1.50	0	(0%)	0	0	0	0/0	0	0	0	100%

• **Column Description Continued**

- PPA: ports allocated per agent in current skill
- SG-Ports: ports allocated for skill group
- Login: logged in agents
- Av-Skl: "available" agents in skill group
- Av-Dlr: agents the dialer considers available to receive reservation call
- Rsrve: active reservation calls
- Rsrvd: reserved agents
- Max: maximum agents the dialer will reserve at any one time
- Dial: customer calls in progress
- Talk: agents talking with customers dialed by the dialer
- Agnt %: this value is configured via the script editor and indicates what % of agents within the current skill group are available for outbound dialing

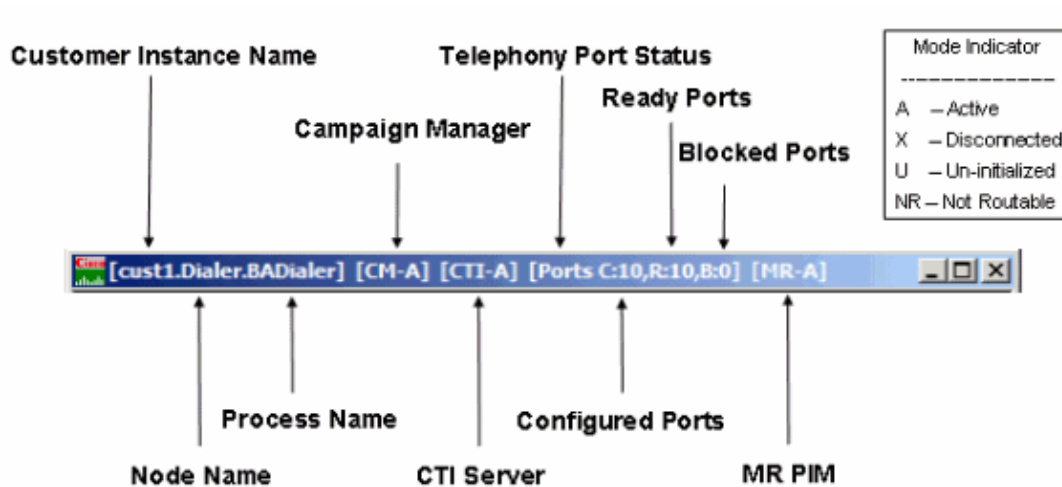
4. Check the Campaign, Skill, Login, and Av-Skl columns.

## Confirm All Processes in the Dialer Title Bar are Active

Confirm all processes in the dialer title bar are active. The detail of the Dialer title bar is shown in Figure 16. This list shows the valid statuses:

- A : Active
- X : Disconnect
- U : Un-Initialized
- NR : Not Routable

Figure 16: Dialer Title Bar

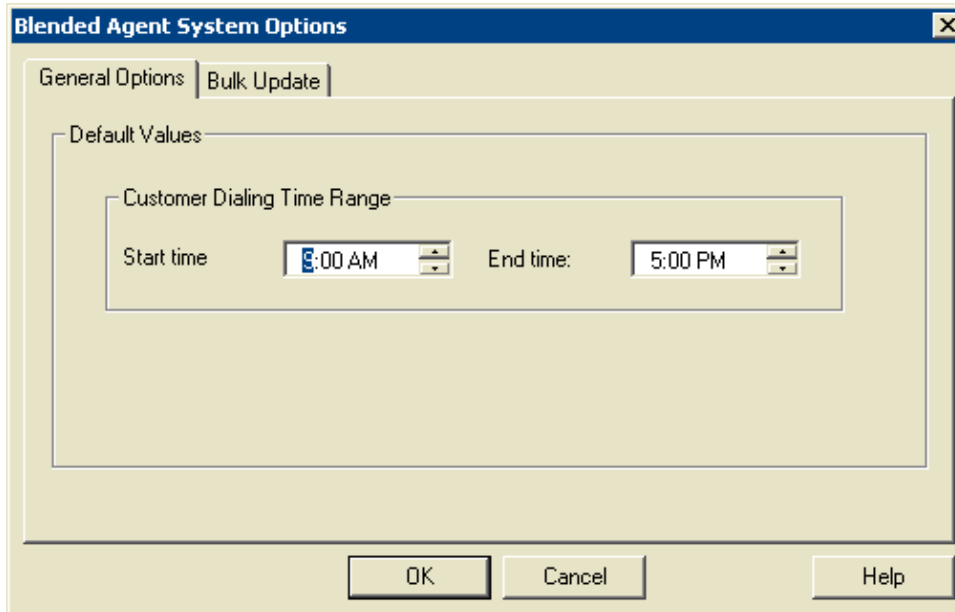


## Confirm Dialer System Option Time and Campaign Dialing Time

For General System Time options, this time range applies to all campaigns which the BA system runs, and supersedes any individual campaign time ranges. Complete these steps in order to check the General System Time options.

1. From the Configuration Manager menu, choose **Blended Agent > Blended Agent – System Options**, as Figure 17 shows.
2. Click **General Options** in order to verify the Start time and End time in the Customer Dialing Time Range section.

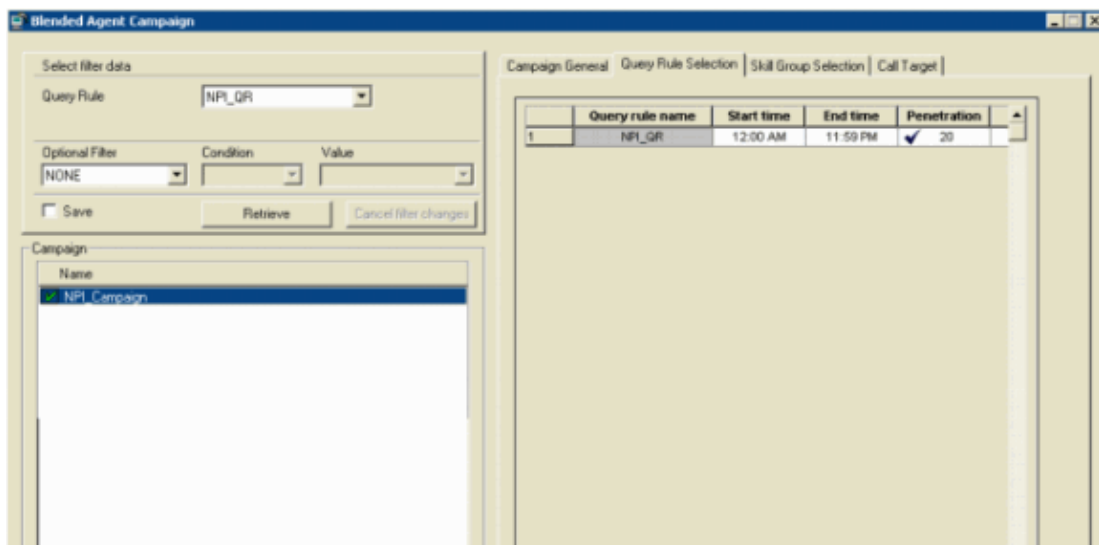
**Figure 17: Blended Agent System Options**



Complete these steps in order to check the individual Campaign Dialing Time option.

1. From the Configuration Manager menu, choose **Blended Agent > Blended Agent – Campaign**. The Blended Agent Campaign window opens.
2. Select the query rule from the Query Rule drop-down list in the Select filter data section.
3. Click **Retrieve**. This lists all the existing campaigns in the left window under the Campaign section.
4. Select the target **Campaign** name.
5. Click the **Query Rule Selection** tab in the right window and the Blended Agent Campaign window refreshes, as Figure 18 shows.

**Figure 18: Blended Agent Campaign**



6. Verify Start Time and End Time in the corresponding row with Query Rule Name.

## Related Information

- [Using Remote Process Monitor Console \(Procmon\)](#)
  - [Technical Support & Documentation – Cisco Systems](#)
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