Troubleshoot the Cisco Outbound Option Dialer When it Does Not Dial

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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 Proprieties dialogue menu opens, as Figure 2 shows.
- 6. Verify that **Object type**, **Object**, **Variable**, and **Value** are configured correctly.

Figure 2: Set Properties

E Set Proper	rties				×
Set Variable	Comment	Connection Labels			
Object type:		Object:	Variable	:	
SkillGroup	•	PG2_CM_PIM1.5000.bc_sg_100	Outbou	ndControl	
Array index:					
				Form	ula Editor
Value:					
INBOUND					
				Form	ula Editor
		(ЭК	Cancel	Help

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 Proprieties dialogue menu opens, as Figure 3 shows.
- 5. Verify that **Object type**, **Object**, **Variable**, and **Value** are configured correctly.

Figure 3: Set Properties	
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Set Properties		×
Set Variable Comment	Connection Labels	
Object type:	Object: PG2_CM_PIM1.5000.bc_sg_100	Variable: OutboundPercent
Array index:		
1		Formula Editor
Value:		
190%		Formula Editor
	OK	Cancel Help

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.

Select filter data			Campaig	n General Query Rule Sele	ction Skill Grou	p Selection Call Target	1
Query Rule	Any				Overflow	Predictive Service	Preview Sen
Optional Filter NDNE	Condition	Value v		Skill Group Name	Dialer	Target	Target
Save	Betrieve	Cancel filter changes					
Name							
C nri_Canpagn							

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

A Service Explorer	
Select filter data Peripheral PG2_CM_PIM1 Media routing domain All Optional Filter Condition Value None Save Retrieve Cencel Filter changes	Service Advanced Service members Peripheral service level type:* Calculated by Call Cent Schedule name: NONE Extension
Image: Click on an item to edit or view its contents. Use the Add buttoms to create new items. Image: Click on an item to edit or view its contents. Use the Add buttoms to create new items. Image: Click on an item to edit or view its contents. Use the Add buttoms to create new items.	

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

Figure 6: Service Explorer

🏟 Service Explorer	_ 🗆 🗙
Select filter data Peripheral PG2_DM_PIM1 Media routing domain All Optional Filter Condition Value None Save Retrieve Cancel Filter changes	Service Advanced Service members Current rervice members Primay Skill group name PG2_CM_PIM1.5000 bc_rg_100
Hide legend (1) Service (2) Route (2) Route (3) Peripheral target (4) Label Click on an item to edit or view its contents. Use the Add buttons to create new items. (Add Remove

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

🕮 Dialed Number / Script Selector List		
Select filter data	Attributes Dialed Number Mapping Dialed Number Label	
Routing client CAID	Routing client * CM_PIM1.RC	
Dational Filter Condition Value	Media routing domain Cisco_Voice	•
None V V	Dialed number string / Script selector * 5578	
Save Retrieve Cancel Mar changes	Name CM_PIM1.RC.5678	
Dialed Number / Script Selector	Customer RCDNB	
Name CCS PM1 RC bc. dn 400	Default label (None)	•
 CEM_PIM2 RC cem.cem_tg_400 CM_PIM1 RC 5678 	Description	

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

ations			×
Y			Close
	Date/Time: 5/29/2003	3:17 PM	
CLID CED	Call Type	Enabled	
All All	uq_calltype_400	×	
All All	uq_calltype_400	×	
			Schedule
	ations CLID CED All All All	Ations Date/Time: 5/29/2003 (CLID CED Call Type All All uq_calltype_400 All uq_calltype_400	Ations Date/Time: 5/29/2003 3:17 PM CLID CED Call Type Enabled All All uq_calltype_400 x All All uq_calltype_400 x

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 - 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

📮 Blended Agent Import Rule		_
Select filter data	Import Rule General Definition Schedule	
Optional Filter Condition Value	Import name: * NPL_Lab_Import IF Enable	
Save Retrieve Cancel lifes changes	Target table name: * NPL_Lab_Import	
Name	Inport file path: * c.\NPLLab_Import.txt	
	Inport data type: Comma delimited C Foed length	

Figure 10: Blended Agent Import Rule

Blended Agent Impo	rt Rule						-
Select filter data			Import Ru	le General Definition	Schedule		
				Field name	Data type	Standard column type	Allow nulls
Optional Filter	Condition	Value	1	HomePhone	CHAR(10)	HomePhone	
NONE	• •	×	2	WorkPhone	CHAR(10)	WorkPhone	
F Save	Retrieve	Cancel filter changes					
Name							
NPI Lab Import							

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.

Select filter data		1 0	ery Rule General		
Import Rule	Any 💌		Query rule name:		
Optional Filter NONE	Cendition Value Cendition Value Image: Cendition Image: Cendition Retrieve Image: Cendition		Import Rule: NPL_Lab_Import Description:		U Enable
Name Name Sa NELOR			Rule Clause: HomePhone IS NOT NU R Poste Column Name HomePhone	UL Openators:	Validate Rule Claure SQL Functions:
			Update Dialing List	(* O = AND IN IS NULL Like Re OR	CHARINDEX CONVERT DATEADD DATEDIFF DATENAME DATEPART DOFFERENCE GETDATE LOWER LITRIM DATENCE

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

ended Agent Campa	sign							
Select filter data			Campaign	Seneral Query Rule Sele	ction Skill Group	Selection Ca	I Target	
Query Rule	Any			Query rule name	Start time	End time	Penetration	-1
			1	NPL_QR	12:00 AM	11:59 PM	✓ 20	-]
NONE	Condition	Value						
ampaign	<u>Droneve</u>							
Name								
NPI_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

Figure 15: 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-Olr Rsrve Rsrvd/Max Dial Talk Agnt
Campai ord Campai ord Campai ord Callback	1 00300 05508 N R 0 0X 0X 0X 0/ 0 0 1.00 0 000 0 0 0 0 0 0 0 0 0 0 0 0
· Co	blumn Description Continued
	– PPA: ports allocated per agent in current skill
	- SG-Ports: ports allocated for skill group
	- LogIn: logged in agents
	- Av-SkI: "available" agents in skill group
	- Av-DIr: 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.

Ble	nded	Agent Sy	stem	Options					×
(Genera	l Options	Bulk U	pdate					
	_ ^{Def}	ault Values	;						
		Custome	er Dialing	g Time Range	•				1
		Start tim	e	E :00 AM	*	End time:	5:00 PM	-	
_						_			
					OK	Cano	el	_	Help

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

				gir olerionar		/ second of the	a rager [
Juery Rule	NPI_QR			Laura		F	10-1-5-1	
				Query rule name	Start time	Endtime	Penetration	-11
Iptional Filter	Condition	Value		ren_exc	12:00 AM	11.59 PM	♥ 20	
NONE	• •		2					
Save	Retrieve	Cancel filter chang	100					
mpaign								
Name								12
NP1_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

Contacts & Feedback $|\,Help\,|$ Site Map

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