

CAD 8.0 Agent Cannot Answer the Call Because the Outbound Buttons Are Greyed Out

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Introduction

With Cisco Agent Dektok (CAD) 8.0, during a direct preview outbound campaign, when a CAD 8.0 agent receives a call, the agent is put in a reserved state. The agent cannot answer or unhold the call because the buttons for the same are greyed out. This document provides information to troubleshoot this issue.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on the Cisco Agent Dektok 8.0(1).

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 Cisco Technical Tips Conventions for more information on document conventions.

Problem

With Cisco Agent Dektok 8.0, during a direct preview outbound campaign, when a CAD 8.0 agent receives a call, the agent is put in a reserved state. The agent cannot answer or unhold the call because the buttons for the same are greyed out.

Solution

This issue can occur if the BAsStatus field is not enabled when this is a requirement. For example, if you are using the Direct Preview reservation call, the first letter in the BAsStatus field needs to be D. For more

information on the BAStatus field, refer to Outbound Option Guide for Cisco Unified Contact Center Enterprise and Hosted 8.0(1) [☐](#).

In order to enable the Expanded Call Context (ECC) variables using the System Information tool and the Expanded Call Variable List tool, perform these steps:

1. Open the **System Information tool** in the **Tools > Miscellaneous** folder in the ICM Configuration Manager application.
2. Enable the Expanded call context enabled check–box.
3. Click **Save**.
4. Open the **List tools**.
5. Open the **Expanded Call Variable List tool**.
6. Click all **BAxxxx** variables (BAAccountNumber, BABuddyName, BACampaign, BADialedListID, BAResponse, BAStatus, and BATimezone).
7. From the **Attributes** tab, click the **Enabled** check–box for each variable.
8. Click **Save**.

Related Information

- [Voice Technology Support](#)
- [Voice and Unified Communications Product Support](#)
- [Troubleshooting Cisco IP Telephony](#) [☐](#)
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