

## ALM0116 - Outbound Dialer failed to execute Outbound Callflow

### DESCRIPTION

The Outbound Dialer will fail to execute an Outbound call flow for the following reasons:

1. The Outbound ports are Out of Service.
2. All Outbound ports are in use.
3. Outbound call flow is disabled.

### SEVERITY

Warning

### IMPACT

VWM Outbound dialer is either not making any calls, or partially making calls.

### TROUBLESHOOTING STEPS

#### **Ports Out of Service:**

1. Ensure that the ports are programmed correctly on the switch.
2. In YourSite Explorer, under **Extensions**, ensure the **Extension Type** of the port is must be set to **Outbound Port 5020IP**
3. Ensure that there are ports associated to an Outbound call flow.

#### **All Outbound Ports are in use:**

1. If all running ports are in a call, this is an indication that you need to add more Outbound ports to process all the remaining requests.

#### **Outbound call flow is disabled:**

1. Check your Outbound call flow and make sure that **Always Run** is checked on the property page of the call flow.

### APPLIES TO

6.0.1 and up

**NOTE:** This event code will no longer be used in version 7.0

**Keywords:** alm0116 outbound dialer failed to execute call flow

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