

VWM0019 - Outbound Dialer failed to execute the Outbound Callflow

DESCRIPTION

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

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

SEVERITY

Warning

IMPACT

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

TROUBLESHOOTING STEPS

1. Ports Out of Service:
 - Ports not programmed correctly on the switch
 - YSE: The Extension Type of the port is not set to **Outbound Port 5020 IP**
 - Port not associated to an Outbound call flow
2. All Outbound Ports are InUse:
 - 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
3. Outbound call flow is disabled
 - Check your Outbound call flow and make sure that **Always Run** is checked on the property page of the call flow

APPLIES TO

IVR 6.0 SP1

Keywords: VWM0019 Outbound Dialer failed execute Callflow

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