

Call Management

Maximum wrap time reached for agent [...] on campaign [...]

Customer site telecomms problem. Fast busy meltdown on tenant [...] campaign [...].

The proportion of fast busies on campaign [...] is [xxx]. This level of failure may indicate carrier capacity shortage and you should perform further investigation before contacting your carrier.

The proportion of fast busies on campaign [...] is [xxx]. This level of failure indicates carrier capacity shortage that you should take up with your carrier immediately. The campaign history has been reset for safety reasons. This will affect over dial performance.

The proportion of network-reported failures such as intercepts on campaign [...] is [xxx]. This level of failure will drive down connect rates and performance.

The cumulative connect rate on campaign [...] is [xxx]. A connect rate of less than 15% will reduce predictive performance.

Campaign [...] is short of trunks. In the last [xxx] seconds there was a peak of [xxx] dials queued waiting for a trunk.

Campaign [...] had [xxx] late calls in the last [xxx] seconds. This may indicate database performance issues.

Campaign [...] had [xxx] agent sessions terminate abnormally in the last [xxx] seconds. Repeated abnormal session ends may indicate an agent training issue.

Timeout accessing dictionary for call session [...]. Do-not-call compromised.

Unable to find dictionary id [...] for call on campaign [...]. Screening may be compromised.

Agent Availability

CallSession [...] on Campaign [...] was routed via Queue [...]. The Queue does not exist.

Internal kill of agent [...] on campaign [...], priority [xxx]. Reason: [...]

Dialer

CommTrace is enabled. This should not be enabled for production systems.

Failed to accept license slave connection.

License Slave connection from host [...] successful

Licensing slave has been disconnected from its master for too long. The system is shutting down to prevent abuse.

Licensing slave has been disconnected from its master for too long. Reconnect immediately to prevent outage.

Unable to launch call on campaign [...] as skill group queue [...] not set up.

Campaign Status

State viewer client socket ref [...], originating address [...], port [xxx] invalid password for agent [...] on tenant [...].

State viewer client could not find config for agent [...] on tenant [...].

Inbound Campaigns

Inbound campaign [...] has no configured Queues.

Unable to create Queue address [...]. Please report to technical support.

Queue address [...] conflicts with existing queue.

Queue address [...] conflicts with logged-in station.

Failed to connect inbound call session [...] on campaign [...]. Inbound Drop.

Overflowing call [...] between campaigns. Overflow from Queue [...] to [...]. You have elected to preserve data. Any data integrity issues that occur as a result of this are your responsibility.

Call [...] subject to recursive overflow; second attempt to enter queue [...]. Overflow failed.

Added Queue Address [...] on Campaign [...].

Duplicate Queue Address [...] in Campaign [...].

Queue Address [...] deleted from Campaign [...].

Queue Address [...] on Campaign [...] is now out of service.

Queue Address [...] on Campaign [...] is now in service.

Queue address [...] on campaign [...] is short of [xxx] agents. Please allocate more agents to the queue.

Queue address [...] on campaign [...] is short of 1 agent. If this message repeats frequently or shortage becomes more severe please allocate more agents to the queue.

Failed to get filename for symbolic name [...] for hold music on queue [...] on campaign [...].

Unable to play sound fragment for agent [...] on campaign [...]. Could not resolve sound name [...] to filename.

Route [...] destination address [...] is an outbound ACD station and therefore invalid. Route selected for CLI [...] and DNIS [...]. To resolve this, set up an inbound queue for the outbound agent and force the queue to blend immediate.

Route [...] destination address [...] is an outbound ACD station and therefore invalid. Route selected for CLI [...] and DNIS [...]. To resolve this, set up an inbound queue for the outbound agent and force the queue to blend immediate.

Failed to find any Route for CLI [...] and DNIS [...]. May be missing a default route.

Licensing

Missing or Invalid License. This may be as a result of upgrade or hardware changes or because you do not yet have a licence. Check the license using the Sytel Control Centre. Please report this to technical support if it is unexpected.

Too many users attempted to log on to [...]

Error code [xxx] reported accessing license. Please report this to technical support.

FAILED to send [...] digest e-mail to [...]. Please ensure that your firewall allows outgoing SMTP traffic on port [xxx].

Sent [...] usage digest e-mail to [...] successfully.

FAILED to send error report e-mail to [...]. Reason: [...]. Please ensure that your firewall allows outgoing SMTP traffic on port [xxx]

Sent error report e-mail to [...] successfully.

Unable to get license details. This may be an environment issue. Please contact your supplier for assistance.

Your license has been disabled because of a breach in licensing terms. Please contact your supplier for further information.

Your license will expire in [xxx] days [xxx] hours if you ignore this message. Your system is not sending usage digests to Sytel. It is a condition of permanent soft licenses and usage licensing that you enable sending of usage digest emails. Please ask your system administrator to take action.

Licensing Master rejected logon of agent [...] on campaign [...] tenant [...] as licensing limits have been exceeded.

Connection to licensing master has failed.

Successful Connection to licensing master host [...]

Connected to licensing master host [...].

Unable to connect to licensing master 2 host [...] on port [xxx].

Fatal error condition 101 - please contact Sytel Support.

FAILED register remote agent SITE=[...] TD=[...] CN=[...] AN=[...] type=[xxx].

Registered remote agent SITE=[...] TD=[...] CN=[...] AN=[...] type=[xxx].

New site registered with token [...]. Defaulted to 20 total users. Please review and configure usage levels.

De-registered remote agent SITE=[...] TD=[...] CN=[...] AN=[...].

Recording License Shortage. Unable to start recording session [...] on campaign [...].

Removed [...] license for agent [...]. Count [xxx].

Added [...] license for agent [...]. Count [xxx].

Reapplied [...] license for agent [...]. Count [xxx].

Total Agents: [xxx]. Predictive:[xxx], Progressive [xxx], PBX [xxx], Virtual [xxx].

Management

Customer site disk space error. Less than 1GB of disk available on volume [...].

Customer site low memory error. Less than 100MB of physical memory available.

CLEANUP: Campaign abort on routed socket connection fail. Campaign name [...]."

CLEANUP: Campaign abort on socket connection fail. Campaign name [...], socket ref %X.

CLEANUP: Agent abort on routed connection fail. Campaign name [...], agent name [...].

CLEANUP: Agent abort on socket connection fail. Campaign name [...], agent name [...], socket ref %X.

Security Error processing message type [xxx].

Socket ref %X, originating address [...], port [xxx] invalid password for agent [...] on tenant [...].

Socket ref %X, originating address [...], port [xxx] password regex fail for agent [...] on tenant [...].

Socket ref %X, originating address [...], port [xxx] agent [...] on tenant [...] Locked out.

Socket ref %X, originating address [...], port [xxx] could not find config for agent [...] on tenant [...].

Call recording error. File [...]. For security reasons the tenant is stopping. Please contact your system administrator.

Query returned for session id [...] after timeout expiry.

Data returned for session id [...] after timeout expiry.

Abandoned call on campaign [...] could not resolve sound name [...] to filename.

Agentless campaign [...] cannot have its full complement of agents of type [...] due to a license shortage of [xxx].

Campaign [...] has specified symbolic name [...] for an answer machine message. This name does not exist. Messages will not be played to answer machines.

A call has been timed out no-answer in %.3f seconds. This is outside of the regulatory minimum for your locale and means that your telephony layer may be wrongly configured.

Telephony layer mismatch moving agent [...] from campaign [...] to campaign [...].

Namespace Upgrade Completed. Please check the namespace for the default tenant for consistency before starting operations.

Moved campaign config ID [xxx] token [...] to path [...].

Moved agent config ID [xxx] token [...] to path [...].

Moved static config ID [xxx] token [...] to path [...].

Moved queue ID [xxx] token [...] to path [...].

SDMP Error [xxx] - nondisplay characters in address '[...]'.

SDMP Error [xxx] - nondisplay characters in name '[...]'.

Telephony

Telephony node '[...]' has joined cluster '[...]' with [xxx] trunks and [xxx] ports.

Last telephony node '[...]' in cluster '[...]' disconnected, campaigns will remain open but agents cannot log on and calls cannot be made until a telephony node rejoins the cluster.") : _T("Telephony node '[...]' in cluster '[...]' disconnected.