

Troubleshooting

The DNIS does not answer. A stopped campaign does not answer. Busy is not the same fact as a stopped campaign. Callers land on a queue nobody staffed. The community write-up says a Skill Transfer with no skill uses the Default queue. The agent hears silence, or the caller does. Media and signaling are different paths. Voice is live and the CRM pane is blank. Two channels. Fix the one that failed. The agent cannot paste a phone number. The mode is a physical control. Customers hear a click and no agent. An abandon is a pacing outcome, then a compliance posture. A test 911 call would send responders to the old HQ. E911 is a location product. The data sheet names RedSky. Standard reports are missing for a supervisor. Reporting is a role, not a hope. The audio you need is gone. There is no single keep-forever switch on the pages this lab cites. The IVA will not return the caller to a person. A bot without a door back is a trap.

Sources and go deeper

ITU-T E.164, international public telecommunication numbering. standard.

<https://www.itu.int/rec/T-REC-E.164>. last checked 2026-10.

Enhanced 9-1-1. wikipedia. https://en.wikipedia.org/wiki/Enhanced_9-1-1. last checked 2026-10.